



Department of
Human Services

Community Services Block Grant (CSBG) Policy & Procedure Manual

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Community & Social Services

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Community Services Block Grant (CSBG) Policy & Procedure Manual

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COMMUNITY SERVICES BLOCK GRANT

Introduction

CSBG Overview

The Community Services Block Grant (CSBG) is a federal block grant program administered by the Office of Community Services (OCS). The Community Services Block Grant (CSBG) is a federally funded grant program created by the Omnibus Reconciliation Act of 1981. The program funds to alleviate the causes and conditions of poverty in communities by removing the barriers to self-sufficiency.

OCS distributes the CSBG funds to states and local communities, working through a network of over 1,100 entities designated to receive funds, known as CSBG-eligible entities and largely CAAs, for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals in rural and urban areas to become fully self-sufficient. Funds support a range of services and activities to assist the needs of low-income individuals, including the homeless, migrants, and the elderly.

Community Action Agencies (CAAs)

CAAs are private nonprofit and public organizations. They are governed by a uniquely structured tripartite board of directors, comprised equally of elected public officials, private sector representatives, and low-income representatives. This structure is designed to promote the participation of the entire community in assessing local needs and eliminating the causes and conditions of poverty. CAAs create, coordinate, and deliver an array of comprehensive programs and services to low-income individuals and families. CSBG funded Community Action Agencies are CSBG-eligible entities.

Tennessee

The Tennessee Department of Human Services has been responsible for administering social services programs in the State from its inception in 1937. In 1983, the responsibility to administer the State's Community Services Block Grant Program was transferred to the Department of Human Services from the Tennessee Community Services Administration, which had administered the program since enactment of the Community Services Block Grant in 1981.

The Tennessee Department of Human Services (DHS) partners with a network of twenty (20) local Community Action Agencies that provide programs and services throughout each of the 95 counties. The CSBG Program enables agencies to provide a range of services designed to assist low-income and homeless individuals achieve self-sufficiency and improve the conditions of the communities in which they live. Agencies conduct annual needs assessments, develop a community action plan, and offer services based on identified local needs. A map and a list of Community Action Agencies contact information are included in **Appendix 1 and Appendix 2**.

Funding

Federal requirements stipulate that at least 90% of CSBG funds be passed through to the Community Action Agencies. Community Action Agencies are required to meet state and federal guidelines and provide a range of services designed to assist low-income and homeless individuals achieve self-sufficiency and improve the conditions of the communities in which they live. Services provided by the agency will be outlined in the Operational Plan.

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Every year the funds are allocated to each of the Community Action Agencies based upon a rolling formula based upon the average poverty rate within the past three years. Reference **Appendix 3** for the most recent poverty rates per the Community Commons and **Appendix 4** for specific allocations. CSBG funds are used by the Department to purchase services through grants / contracts with other private and public agencies. Nine broad program areas are identified in the CSBG State Plan. These program areas include:

Employment	Nutrition
Education	Linkages
Income Management	Health
Housing	Self-Sufficiency
Emergency	Other

CSBG funding can be used to develop services within these broad program areas. Each program includes a number of sub-categories, and it is not required that all sub-categories of the program be included in the service to be provided by the agency. Although these programs areas are broad, it is possible that an agency could develop a service that does not fit these broad areas. In this situation, the “Other” program area will be used.

The Promise of Community Action

Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

The CSBG Act requires these funds to be used:

1. To provide a range of services and activities having a measurable and potentially major impact on the causes of poverty in the community or those areas of the community where poverty is a particularly acute problem,
2. To provide activities designed to assist low-income participants, including the elderly poor.
3. To provide on an emergency basis such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among the poor.
4. To coordinate and establish linkages between governmental and other social services programs to assure the effective delivery of such services to low-income individuals, and
5. To encourage the use of entities in the private sector or the community in efforts to relieve or remedy poverty conditions in the community.

Regardless of the programs provided to customers, they must be goal directed. Goals should be results-oriented with predetermined measures used to evaluate success. Goals include:

1. Low-Income people become more self-sufficient (*Family*)
2. Conditions in which low-income people live are improved (*Community*)
3. Low-Income people own a stake in their community (*Community*)

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4. Partnerships among supporters and providers of services to low-income people are achieved (*Agency*)
5. Agencies increase their capacity to achieve results (*Agency*)
6. Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems (*Family*)

Administration

The Tennessee Department of Human Services adheres to the disciplines of a learning organization which incorporates as a shared vision, system of thinking, mental models, team learning, and personal mastery. [*The Fifth Discipline*, Peter Senge]. It is DHS Mission to offer temporary economic assistance, work opportunities and protective services to improve the lives of Tennesseans. It is our Vision to be a leader in effectively partnering with human service customers in establishing or re-establishing self-sufficiency to create a better quality of life. Our CORE Values are mission-driven, customer-focused, respect & integrity, compassion, accountability & responsibility. In addition, DHS makes several assurance regarding the administration, perspective and practices of the services provided throughout Tennessee. See **Appendix 5**.

The Department is responsible for administering numerous services throughout Tennessee, including Families First, the state's Temporary Assistance for Needy Families (TANF) program, Food Stamps (now known as the Supplemental Nutrition Assistance Program or SNAP) , Child Support, Child Care Licensing, Child Care Assistance, Adult Protective Services, and Rehabilitation Services. With 133 office locations, DHS is one of the few state agencies with offices in all 95 counties. The Community Services Block Grant is administered through the Social Services Department. Contact information for CSBG essential staff is listed in **Appendix 6**.

Non-Discrimination Clause

Title IV of the Federal Civil Rights Act of 1964 [42 U.S.C. 2000d], Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), Section 202 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12132), and all regulations related to these Acts address non-discrimination in service delivery to clients. All local offices must ensure that no one, based on race, color, sex, national origin, or handicap, is excluded from participation in, denied the benefits of, or subjected to discrimination under any service or activity for which the federal government provides funding.

Purpose of CSBG Policy & Procedure Manual

The CSBG Policy & Procedure Manual provides:

- Current policies that CSBG practice in Tennessee;
- References to both federal and state laws, rules, and regulations which establish the authority of the agency, the CSBG Program, Community Action Agencies, and
- Set parameters for eligibility, and the use of CSBG funds.

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CSBG Performance Management System Framework

Performance Management

In an effort to help the CSBG Network increase accountability and achieve results, OCS launched several initiatives in 2012. Once focused on establishing organizational standards for eligible entities. Under this effort, CSBG Network leaders developed and recommended a set of organizational standards to strengthen the capacity of the more than 1,000 eligible entities providing services across the country.

A second performance management initiative focused on enhancing the CSBG Network's performance and outcomes measurement system for local entities—identified in the CSBG Act as Results Oriented Management Accountability System (ROMA). Finally, a third initiative focused on creating State and Federal-level accountability measures to track and measure organizational performance by State CSBG Lead Agencies and OCS.

These three efforts are complementary and integrated; together they comprise a network-wide accountability and management system for CSBG. Ultimately, using these new and enhanced tools and information, the CSBG Network will make better program decisions and generate stronger results for low-income families and communities.

Information Memorandum (IM) 138—January 26, 2015

Measures--ROMA: Results Oriented Management and Accountability (Results)

The ROMA system was initiated in 1994 by a task force of federal, state, and local CSBG Network officials. ROMA provides a framework for continuous growth and improvement among local CSBG-eligible entities. In 1998, the CSBG Reauthorization Act made ROMA implementation a requirement for receiving federal CSBG funds.

An important component of ROMA is the CSBG National Performance Indicators (NPIs), which create a common set of measures to track the CSBG Network's performance with respect to services to low-income individuals, families, and communities. ROMA employs a cycle for implementation that includes community needs assessment; use of needs assessment data to identify service strategies and projected results; implementation of strategies and services; observation and report on progress; and analysis of data according to original benchmarks. The ROMA and NPI framework provides a foundation for targeting of resources based on outcomes and effectiveness of services. For more information on core activities of the State CSBG lead agencies and CSBG-eligible entities for the implementation of ROMA, see IM 49 at: <http://www.acf.hhs.gov/programs/ocs/csbq/guidance/im49.html>

As outlined in the FY16 Scope of Services The Grantee shall submit the National Association for Community Service Programs/ Information System (NASCP/IS) report on prior year services, in the format provided to the Grantee annually, no later than December 30 of the current contract year. Failure to submit the NASCP/IS report shall result in program reimbursements being withheld until the report has been received. The Grantee shall meet performance benchmarks, as defined by the State and related to National Performance Indicators. Failure to meet the performance goals will require the

Grantee to submit a corrective action plan to be incorporated within the Operational Plan and approved by the State. Continued failure to meet subsequent performance goals may result in a reduction of funding or termination of contract.

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Organizational Standards (Capacity)

Information Memorandum (IM) 138 provides guidance and describes State and Federal roles and responsibilities for the establishment of organizational standards as a component of a larger performance management and accountability system for CSBG. Consistent with the authority and responsibilities of the CSBG Act establishes for the Federal office and States, OCS is requiring States, no later than FY 2016, to establish and report on their organizational standards for CSBG eligible entities as part of an enhanced system for accountability and performance management across the CSBG Network.

The COE-developed standards are organized in three thematic groups comprising nine categories and totals of 58 standards for private, nonprofit eligible entities and 50 for public entities.

1. Maximum Feasible Participation
 - Consumer Input and Involvement
 - Community Engagement
 - Community Assessment
2. Vision and Direction
 - Organizational Leadership
 - Board Governance
 - Strategic Planning
3. Operations and Accountability
 - Human Resource Management
 - Financial Operations and Oversight
 - Data and Analysis

All of the COE-developed organizational standards work together to characterize an effective and healthy organization. Some of the standards have direct links to the CSBG Act, such as the standards on the tripartite board structure and the democratic selection process. Some standards link with U.S. Office of Management and Budget (OMB) guidance, such as the standards on audits. As a whole, the standards reflect many of the requirements of the CSBG Act, applicable Federal laws and regulations, good management practices, and the values of Community Action.

The purpose of the organizational standards is to ensure that all eligible entities have appropriate organizational capacity, not only in the critical financial and administrative areas important to all nonprofit and public human service agencies, but also in areas of unique importance for CSBG-funded eligible entities. To fulfill the promise of the standards, States must provide consistent and high-quality oversight and technical assistance related to organizational standards. In addition, based on information about organizational capacity, States must work with the eligible entities to make informed programmatic decisions about how the agencies can best meet the needs of local low-income families and communities.

Information Memorandum (IM) 138—January 26, 2015

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As outlined in the FY16 Scope of Services the Contractor shall develop and implement a compliance plan in accordance with the CSBG Organizational Standards issued by the CSBG Organizational Standards Center of Excellence, set forth in CSBG Information Memorandum (IM) No. 138 – State Establishment of Organizational Standards for CSBG Eligible Entities under 678B of the CSBG Act, 42 U.S.C. § 9914 published January 26, 2015. Grantee will implement the Organizational Standards which are applicable, depending on whether Grantee is private, nonprofit CSBG Eligible Entity or a public CSBG Eligible Entity, as set forth in Appendices 2 and 3 of IM No. 138.

Accountability Measures (Efficiency)

As a part of a strengthened performance management and accountability framework for the Community Services Block Grant (CSBG), the Office of Community Services is releasing a new draft Information Memorandum (IM) on State and Federal accountability measures. The draft IM includes proposed measures intended to ensure that both State and Federal administrators of CSBG are accountable to high standards of performance management.

CSBG Draft State and Federal Accountability Measures—January 28, 2015

In collaboration with the Community Services Block Grant (CSBG) Network, the Office of Community Services (OCS) developed State and Federal Accountability Measures to track organizational performance by State CSBG Lead Agencies and OCS. These measures are part of an enhanced framework for accountability and performance management across the CSBG Network.

The State Accountability Measures capture performance data about the critical activities and functions performed at the State level. They indicate *how efficiently and effectively* the State implements the activities described in the State plan, and *what impact* the State's efforts have on the performance of local eligible entities.

The 13 State accountability measures address efficiency and effectiveness characteristics such as timeliness, accuracy, standards, and stakeholder satisfaction in the critical activities and functions listed below:

- Development of State plan, including involving the eligible entities
- Implementation of State plan including:
 - ☐ Distribution of funds
 - ☐ Use of remainder/discretionary funds
 - ☐ Grantee monitoring and corrective action
 - ☐ Data collection, analysis, and reporting
 - ☐ Organizational standards for eligible entities
 - ☐ State linkages and communication

The Federal Accountability Measures are tied to the critical roles and responsibilities of OCS, and, where applicable, align with the State measures. The Federal accountability measures indicate OCS's effectiveness and efficiency as well as the impact its efforts have on improving the performance of State CSBG Offices.

Like the State measures, the twelve Federal measures address such efficiency and effectiveness characteristics as timeliness, accuracy, standards, and stakeholder satisfaction in the following critical activities:

- State plan review and acceptance

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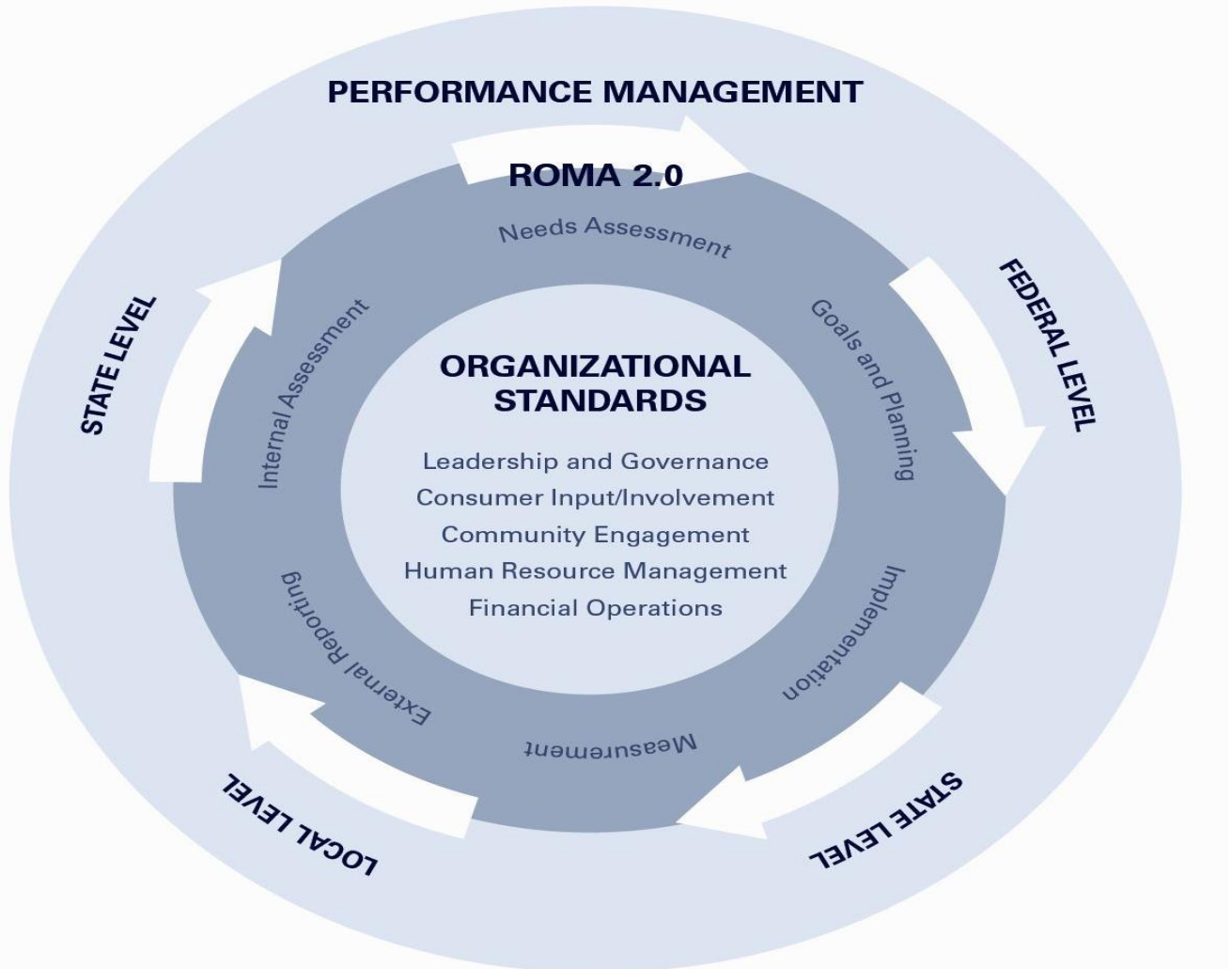
- Distribution of funds
- Grant monitoring and corrective action
- Data collection, analysis, and reporting
- Organizational standards
- Training and technical assistance
- Communications
- Grantee satisfaction

OCS requires States, no later than FY 2016, to collect, and begin reporting on, State CSBG Accountability Measures through their online State plan and annual reports. Concurrently, OCS will collect and begin reporting on Federal CSBG Accountability Measures in FY 2016.

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Components of the CSBG Performance Management System

EMPOWERING PEOPLE AND COMMUNITIES TO ALLEVIATE POVERTY



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CSBG Eligibility Policy

Introduction

In order for a family or individual to receive services through a program funded under the Community Service Block Grant (CSBG) Act, financial eligibility and the need for service must be determined. These funds are not available to nursing home residents because nursing homes offer 24-hour programs utilizing other Federal funds. A family or individual who has not been determined eligible in accordance with the Department's established policies and procedures is considered to be ineligible to receive services. Provision of services to an ineligible customer shall result in financial penalties.

Applicants meeting the income requirements may be eligible for a variety of services. Client eligibility for all services is based on income eligibility and need for the service. Income eligibility means that the household income is at or below 125% of the U.S. Department of Health and Human Services' Poverty Guidelines. See **Appendix 7**. Income eligibility and documentation of the client's need for service must be completed in order to establish client eligibility prior to delivery of services.

This material establishes the policies and procedures that must be followed in determining the eligibility of all families or individuals receiving services in programs funded through the Community Services Block Grant.

General Provisions

Application for Services

Individuals wishing to apply for services through a program funded under the Community Service Block Grant (CSBG) may apply for services at any of the Community Action Agencies (CAAs) within their designated area listed in Appendices 1 and 2, or online at http://tennessee.gov/humanserv/adfam/afs_csbq.html. The Application for Community Services Block Grant Services can be obtained at the following link: HS-3129 Application for CSBG Services.

Each individual wishing to receive services through a program funded under the Community Services Block Grant must have the opportunity to make application without delay. In other words, the customer's application must be taken at the point he/she comes to the agency and requests that he/she be allowed to apply. All applications for services must be processed within 30 calendar days from the date of application. When eligibility is not determined within the required time frame, the record must reflect clearly the cause for delay in making disposition of the application. The applicant's failure to provide necessary information for the eligibility determination is cause for rejecting the application.

It is required that notification of eligibility status, i.e. notice of approval or denial, be provided. The denial notice must be in written form. If eligibility cannot be determined, the applicant must be informed in writing within 15 calendar days of the date of the decision.

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Each individual will attest under penalty of perjury that the applicant is either a United States citizen or qualified alien as defined by 8 U.S.C § 1641(b).

Applications must include each of the state approved indicators through either an agency application or use the state approved CSBG application, which clearly reflects all the relevant information to the eligibility intake process. This must be provided with the agency's community action plan for each program year. The application/eligibility determination must document all information needed to establish eligibility. The information, also, documents that the Department's policies and procedures have been followed in determining the eligibility of each applicant for services. The application/eligibility determination must include the following information either on the form or attached to the form.

- ☐ the name of the applicant, the service(s) for which he/she is applying, and the applicant's statement of why the service(s) is(are) needed
- ☐ the income and sources for all adult and youth (over 18 years of age) members of the household
- ☐ documentation of SSN for all members of the household
- ☐ non-discrimination clause
- ☐ applicant certification which attests and understands their responsibilities that the information is true and correct, asserts and authorizes confidentiality, and adheres to the SAVE Program that they are a United States citizen or qualified alien as defined by 8 U.S.C § 1641(b).
- ☐ the applicant's signature and date of application
- ☐ if someone other than the applicant applies for the service(s) in his/her behalf, the application must be signed and dated by that individual with his/her relationship to the applicant stated
- ☐ the explanation of how the applicant's representative is in a position to know his/her circumstances
- ☐ the agency worker who takes the application must sign and date the form on the date the applicant or his/her representative signs and dates it
- ☐ the supporting documentation to establish eligibility, i.e., current income verification documents
- ☐ the agency worker establishing eligibility must initial and date the eligibility determination section on the date eligibility is determined
- ☐ documentation of notification of eligibility status

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- ❑ method of eligibility determination
- ❑ period of certification

The application form must be completed and eligibility established prior to the initiation of services. Provision of services to an individual for whom eligibility has not been determined shall result in a financial penalty.

Method of Eligibility Determination

With the exception of providing a free standing information and referral service, persons receiving any CSBG service, must be within income guidelines and in need of the requested services. Eligibility for services must be determined either by client self-declaration or by the verification method.

A. Customer Self Declaration

The declaration method can be used for all services unless monetary payments or tangible benefits purchased with CSBG funds are provided. **EXCEPTION:** If the tangible benefit is donated goods/food, clothing, household necessities, the declaration method can be used to determine eligibility. The applicant's statement of both need and income status will be entered in the appropriate spaces on the application form.

B. Verifications Method

The verification method is used for services when monetary payments or tangible benefits purchased with CSBG funds are provided. All points of eligibility (need and income) must be verified prior to the customer receiving service. The necessary verifications must be obtained within ten calendar days of the application date.

C. Zero Income

After all avenues of documenting income eligibility are exhausted, self-declaration is allowable, but evidence of the attempts at proving eligibility must be contained in the client file, including a statement signed by the applicant indicating that the individual has no other proof of income. Please refer to Verification for Zero Income Households.

The Eligibility Determination Process

In order to determine the eligibility of an individual or family to receive service, a determination of citizenship or qualified alien, need for the service and financial eligibility according to the CSBG Income guidelines must be established.

A. Citizenship or Qualified Alien

Determine based upon the applicant's signature and attestation on the application form whether he or she is claiming to be a citizen or a qualified alien.

Request that the applicant present ONE (1) of the following documents to verify his or her *citizenship* for each participant requesting assistance.

- (1) (A) A valid Tennessee driver license or photo identification license issued by

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- the Department of Safety; or
- (B) A valid driver license or photo identification license from another state where the issuance requirements are at least as strict as those in Tennessee, as determined by the Department of Safety;
- (2) An official birth certificate issued by a U.S. state, jurisdiction or territory, including Puerto Rico, U.S. Virgin Islands, Northern Mariana Islands American Samoa, Swains Island, Guam; provided, that Puerto Rican birth certificates issued before July 1, 2010, shall not be recognized under this subdivision (c)(2);
- (3) A U.S. government-issued certified birth certificate;
- (4) A valid, unexpired U.S. passport;
- (5) A U.S. certificate of birth abroad (DS-1350 or FS-545);
- (6) A report of birth abroad of a citizen of the U.S. (FS-240);
- (7) A certificate of citizenship (N560 or N561);
- (8) A certificate of naturalization (N550, N570 or N578);
- (9) A U.S. citizen identification card (1-197, 1-179);
- (10) Any successor document of subdivisions (c)(4)-(9); or
- (11) A social security number that the entity or local health department may verify with the Social Security Administration in accordance with federal law.

Request that the applicant present ONE (1) of the following documents to verify his or her *alien status* for each participant requesting assistance.

- i. An applicant who claims qualified alien status, shall present two (2) forms of documentation of identity and immigration status, as determined by the U.S. Department of Homeland Security to be acceptable for verification through the SAVE program

NOTE: Documents demonstrating immigration status may include:
Arrival/Departure Record (Form I-94), Permanent Resident Card (Form I-551),
Employment Authorization Document (Form I-766) or Foreign Passport and Visa

- ii. If an applicant who claims eligibility as a qualified alien is unable to present two (2) forms of documentation as described above, then the applicant shall present at least one (1) such document that the entity or local health department shall then verify through the SAVE program.

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Each Agency shall maintain a copy of all documentation submitted by an applicant for verification in a manner consistent with the Agency's rules, regulations or policies governing storage or preservation of such documentation.

Any document submitted as citizenship verification shall be presumed to be proof of an individual's eligibility until a final verification is received by the state governmental entity or local health department, and no entity or local health department shall delay the distribution of any federal, state or local benefit based solely on the pendency of final verification.

Upon receipt of a final verification that indicates the applicant is not a U.S. citizen or qualified alien, the state governmental entity or local health department shall terminate any recurring benefit and shall pursue action applicable against the applicant under the Tennessee Medicaid False Claims Act or the False Claims Act at Title 4, Chapter 18.

B. Need for Service

The first point to be considered in the eligibility determination process is need for services. Establishing need for service involves knowing the circumstances of the individual or family, and basing the service need upon these circumstances. This involves judgment on the part of the agency staff who will determine eligibility.

The following are some points to be considered in establishing need:

- ☐ what is the individual or family's stated reason for requesting service?
- ☐ what are the conditions in the home?
- ☐ what is the physical and/or mental condition of the persons(s) needing service?
- ☐ do the home conditions and physical or mental conditions of the person needing service support the stated reason for requesting service?
- ☐ is need appropriate under one or more of the service goals?

Need must be established as part of the eligibility determination process, and the case record of each eligible customer must clearly document the need for each service which is being provided. When a monetary payment is made or a tangible benefit provided, documentation must show clearly how need is substantiated, i.e., through verification of a utility cut-off notice, verification of loss of income, etc. Examples of programs offering monetary payments or tangible benefits are emergency services, including Emergency Homeless Assistance and Emergency Shelter Grants Homeless Prevention, Housing (repairs) and Nutrition Programs.

The guidelines listed under each category may be used in establishing need for the services. These guidelines serve as **examples** of situations in which individual need can be established. Other situations establishing individual need, may be encountered as customers describe their circumstances.

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Individual contract agencies may establish policy and procedure in addition to the examples listed above.

C. Financial Eligibility

The second point to be established in determining eligibility is whether the individual or family's income falls within the Community Services Block Grant income guidelines. In order to establish this point, the number of individuals making up the household must be determined, as well as the amount of income available to the household.

☐ Household Size

A household is defined as any individual or group of individuals living together as one economic unit. The number of individuals in this economic unit will determine household size. **Exception:** There may be situations where "homeless individuals" are temporarily residing with another permanent household. The "homeless individual" would be considered as a separate economic unit from the permanent household only when applying for homeless services.

☐ Household Income

Household income is the total gross income for all individuals in a household. Sources of income to be considered and not to be considered are as follows:

Definition of Income

Income is cash receipts earned and/or received by the applicant household before taxes. Information regarding allowable exclusions can be found in the next section.

Cash Receipts Include:

- ☐ Wages and Salaries before **any** deductions
- ☐ Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses). Refer to Verification of Income section.
- ☐ Regular payments from social security*, TANF, railroad retirement, unemployment compensation, strike benefits from union funds, workers compensation, veteran's payments, training stipends, alimony, child support, and military family allotments or regular support from an absent family member or someone not living in the household
- ☐ Private pensions, government employee pensions (including military retirement pay), and regular insurance or annuity payments
- ☐ Foster care payments for children and adults
- ☐ Dividends and/or interest

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- ❑ Net rental income and net royalties
- ❑ Periodic receipts from estates or trusts; and
- ❑ Net gambling or lottery winnings
- ❑ Black Lung benefits will be considered income except for the first \$20 of each monthly benefit.

Note: Medicare premiums for SSA are not excluded. The gross amount of Social Security Benefits is counted.

Exclusions:

The following Cash Receipts are **not** considered sources of Income for the purposes of determining applicant eligibility:

- ❑ Utility allowances provided to public housing and Section 8 tenants
- ❑ Capital gains
- ❑ Any assets drawn down as withdrawals from a bank
- ❑ Money received from the sale of a property, house, or car;
- ❑ One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;
- ❑ Tax refunds;
- ❑ Gifts, loans or lump-sum inheritances
- ❑ One-time insurance payments, or compensation for injury;
- ❑ Non-cash benefits, such as the employer-paid or union-paid portion of health insurance;
- ❑ Employee fringe benefits, food or housing received in lieu of wages
- ❑ The value of food and fuel produced and consumed on farms;
- ❑ The imputed value of rent from owner-occupied non-farm or farm housing;
- ❑ Federal non-cash benefit programs such as Medicare*, Medicaid, Supplemental Nutrition Aid Program (SNAP), school lunches, and housing assistance;
- ❑ Earned income for a child under the age of 18
- ❑ Payments to Vista volunteers

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- ❑ Income received under Title V of the Older Americans Act
- ❑ Education benefits received under the GI Bill
- ❑ The value of child care paid by the Department of Human Services and received by client households and;
- ❑ Combat zone pay to the military
- ❑ Foster Grandparent Payments

Note: Medicare premiums for SSA are not excluded. The gross amounts of Social Security Benefits are counted.

Proof of Eligibility/ACCENT

Proof of income eligibility and the associated documentation to be included in the client file as follows:

- ❑ Eligibility determined by the State of Tennessee for Families First, Medicaid, and/or SNAP
 - It is allowable to use information found in the State's case management and eligibility system (ACCENT) if the following condition is met:
 - The client's case is open and active

Annualization of Income

When an applicant receives income for a part of the year, their partial income may be annualized to determine eligibility. The following information must be used to annualize income.

Determining Gross Monthly Income

The gross income from the current or previous month in relation to the date of application will be considered the applicant's gross monthly income. If the individual's employment status or rate of pay changes, the current income must be considered rather than the income of the previous month.

When income is received in other than regular monthly amounts, agencies will use the following methods to convert to monthly income:

- ❑ Hourly income:
Determine the hourly wage and multiply this amount by the number of hours worked according to the individual's usual work day to determine gross daily pay. Multiply the daily pay by the number of days worked in the individual's work week to obtain weekly pay.
- ❑ Weekly income:
Multiply the weekly income by 4.33 to determine monthly income

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- ❑ Income paid every two weeks:

Multiply the amount received each two weeks by 2.16 to determine monthly income

- ❑ Income received twice per month:

Add the amounts received to obtain monthly income

Once the monthly income has been established, multiply by twelve (12) to obtain an annualized figure.

Calculation of Unemployment Income

For purposes of determining eligibility of unemployment income, the number of remaining eligible weeks of unemployment must be verified. CSBG applications with unemployment income cannot be denied for “over income” reason until number of eligible weeks has been established, unless other income would make household ineligible regardless of unemployment.

The number of remaining weeks of eligibility for unemployment income (based on the date of the CSBG application) multiplied by the weekly benefit amount will be the annual income from this source. Proper documentation must be placed in the client file.

- ❑ **Verification of Income**

All income, including fixed income, for the family or individual must be documented at the time of application and at each redetermination. **Caution:** Fixed income must be verified along with other income, for all services requiring verification. The income will be either declared or verified according to the method of eligibility determination used.

When the verification is obtained from an employer, complete information concerning the amount and source must be documented. In addition to recording the income amount and the source, documentation must include the name and title of person who gave the verification.

Each individual income verification must identify the applicant by either his/her name and/or Social Security Number.

- Paycheck stubs (determine the period covered by the check and whether it is representative) Income verification must show proof of current and representative income. Current income is defined as income received within the three (3) month period of the CSBG application date. Current paycheck stubs showing at least eight (8) weeks' worth of pay will be used to determine eligibility. If current income is not representative of usual pay, agencies are encouraged to use year-to-date amounts. When year-to-date amount is not available it is acceptable to use eight (8) weeks' worth of consecutive paycheck stubs from the period beyond the three months, as long as the reason is documented, and the period used is reasonably determined to be the most representative of annual income.

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If it can be determined and documented that the customer is salaried employee and all pay stubs are the same, and/or monthly income stays the same, it is acceptable to collect less than 8 weeks' worth of pay. Client statement is not an acceptable form of verification when determining whether income fluctuates from month to month, or if the pay stubs are always the same.

- Bank statements can **only** be used for verification of SSI and VA income, and as a supplemental documentation for other stable, unearned income such as retirement. It must be evident that gross income, without any deductions, tax or otherwise, is being verified.
 - Copies of court orders or legal documents
 - Current records from ACCENT on open client cases. If there is a discrepancy between what was reported in CSBG application and what is available in ACCENT, agencies must use other means of verifying income. It is acceptable to verify income from more than one case in ACCENT, as long as all household members included on CSBG application can be accounted for, in one or more open cases in ACCENT, and it is clear that everyone resides at the address reported on CSBG application. ACCENT case must be open, not closed or pending.
 - Records of county or circuit courts
 - Written, signed and dated statements from employer(s)
Income verification must show proof of current and representative income. Current income is defined as income received within the three (3) month period of the CSBG application date.
 - Copies of income tax returns for self-employed income
 - Records maintained by self-employed persons
Income verification must show proof of current and representative income. Current income is defined as income received within the three (3) month period of the CSBG application date. Current verification showing at least eight (8) weeks' worth of pay will be used to determine eligibility.
- Note:** An IRS filed quarterly forms should be the first choice in acceptable documentation here. If an applicant is truly self-employed, they will be filing quarterly with the IRS and filing proper paperwork with the IRS and the State as they are required to collect and pay sales tax.
- Award letters and/or other 'proof of income' letter from Social Security
 - Social Security Check Stubs

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It is acceptable to use the check stubs as **supplemental** verification of SS income. The additional documentation must ascertain whether the amount on the check stub is gross or net, and if the latter is true, what the Medicare premium amount is. The final income must include the premium amount.

❑ Verification for Zero Income Households

It is necessary to obtain confirmation when a household unit has zero income. The application must indicate the zero income status of each household member 18 years of age or older. In situations where zero income is listed on a SNAP printout for a household, the printout may be used as a sole source of income verification for SNAP cases that are open and active during the verification period. Statements of relatives and friends should be used only when other sources of verification are not available. All such documentation when considered as a whole, must be reasonable and clearly indicate how the household is surviving without **any** cash income. Gifts of cash or in-kind contributions (food, clothing, etc.) are not considered as cash income. However, in documenting a household's zero income status, all gifts (cash or goods to meet basic necessities) must be documented with a statement of support and placed in the applicant's file.

The statement of support is a written document that must be attached to all applications for assistance by zero income households. The statement of support must be signed by the applicant and the support person who is supplying the information. It must describe the kind of support provided and indicate the relationship between the support person and the applicant. See **Appendix 8** for a Model Form for a Statement of Support.

The support statement should verify that the supporting person(s) have not received assistance claiming zero income. Agencies **may** require additional documentation and verification from support person as to the ability to provide support to multiple households. Agencies that are requiring additional verification must do so consistently for all applicants without bias.

D. Period of Certification

There are two different types of services provided through the Community Services Block Grant Program - intangible services and tangible services. When an intangible service is provided, a certification period must be established at the point that eligibility is determined. For tangible services, it is sufficient to establish customer eligibility and a certification period is not required. A discussion of the two types of service follows:

Tangible services - This type of service involves the provision of a tangible benefit to an individual or a family on a one-time basis. Examples of tangible services are: providing a food order, purchasing a customer's medicine, making a rent payment. Once the individual or family has been determined eligible, and the benefit has been provided, the service delivery process is completed. If no continuing CSBG services are being provided, the case must be closed.

2. Intangible services - This type of service entails the performance of services on the customer's behalf by Community Services Block Grant agency staff.

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Examples of intangible services are: income management counseling, education, chore, or companionship services. Intangible services by their nature extend over a period of time; and a certification period, specifying the length of time over which a customer will be eligible to receive services, must be established.

An eligible customer may be certified for any period of time extending up to but no longer than six months from the date eligibility was established unless all members of the household are on a fixed income and no other income is present. When all members of the household are on fixed income from Social Security benefits, SSI benefits, or other pensions with no other income, the certification period may extend up to 12 months from the date eligibility was established. When a household consists of both members having fixed income, and members having other types of income, the eligibility period cannot exceed six months.

EXCEPTION: For crisis oriented emergency programs, the certification period cannot extend beyond 60 calendar days.

The effective date of eligibility is the date the customer signs the application when the declaration method is used and the date the agency worker verifies income when the verification method is used. Eligibility must not be determined retroactively.

A certification period must be established for the following programs:

- ☐ Employment
- ☐ Education
- ☐ Housing
- ☐ Income management
- ☐ Nutrition (meals, education on nutrition, counseling, etc)
- ☐ Linkages
- ☐ Self-Sufficiency
- ☐ Health

A certification period may or may not need to be established for the following programs, depending upon whether the components provided are tangible benefits or service activities performed on behalf of the customer by agency staff.

- ☐ Emergency (including homeless services)
- ☐ Nutrition (food pantry, garden seeds and supplies)

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E. Changes in Circumstances

The circumstances of a customer may change during the certification period. If the customer reports a change or the agency has reason to believe that a change is likely, eligibility must be determined within 30 calendar days of the change being reported. The change may relate to household size, income, or need for services.

F. Financial Adjustments for Services Provided to Ineligible Clients

Financial penalties in the form of adjustments to the agency's monthly reimbursement will be assessed whenever it is found that the agency has served ineligible customers. The following are examples of how this might occur:

- ☐ eligibility is not current
- ☐ all income is not documented
- ☐ income is not verified for all adult members of the household
- ☐ verifications are not complete and do not establish the customer's eligibility
- ☐ application is not signed and dated by the applicant, or if appropriate by his/her representative
- ☐ eligibility determination section is completed but is not signed and dated by worker determining eligibility
- ☐ customer is over income guidelines
- ☐ service is provided prior to verification for those services requiring verification method

G. Case Closure/Appeal Process

I. Tangible Services

When the service being provided is solely the provision of a tangible benefit, the receipt of the benefit concludes the service delivery process; and the case should be closed. In this situation, appeal of termination of services is not an issue. Agency staff should, however, be sure that the customer understands that receipt of the benefit concludes the service delivery process. The client must receive a written notice (if applicable). Discussion should explore with the customer's need for other services that are available through the Community Services Block Grant Program. If other services are needed, assistance should be given, as appropriate, for securing them.

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2. Intangible Services

When a customer has been receiving intangible services and it is determined that he/she is no longer eligible for services, is not being served, or services have been completed; then the case must be closed, and the customer notified accordingly. Customer notification is required in every case in which a certification period has been established. Eligibility determinations must be completed enough in advance of the ending date of the certification period so that the ten-day termination notice will not go beyond the ending of the certification period.

Notification of termination must be in writing, and must include the fact that the customer has ten (10) calendar days to appeal. Closure of an open case is not effective until ten (10) calendar days after the agency has notified the customer. The record must document notification of termination of services.

H. Grievance Procedure

The grant/contract requires agencies to establish a system through which recipients of service may present grievances about the operation of the service program. This procedure must be explained to each customer or his/her representative if he/she is not competent to understand it, at the time service is initiated. To demonstrate compliance with this provision, the agency must have written policy which explains how the procedure will be implemented with its customers. The written procedure must include the Department of Human Services as the final step a customer can take regarding a complaint. The DHS appeal procedure cannot be used until the grievance has gone through the agency's internal procedure and resolution has not been reached.

Each contract agency shall submit a copy of the grievance procedure and any related forms for filing grievance with the annual operational plan.

Appeals

Fair Hearing Process

An applicant for, or recipient of, assistance or services has a right to appeal any action taken in regard to the assistance or services for which he/she has applied, is receiving, or which has been terminated.

Clients and applicants for services or assistance through any programs offered through the Department have a right to request a fair hearing for any of the following reasons:

1. Application for service or assistance is denied (**except for lack of funds**);
2. Applicant was not provided an opportunity to submit an application for services or assistance at the time of their initial request;
3. The notification of application status is not made within ninety (**90**) days of date of application; or
4. The client is dissatisfied with the services or assistance for any reason.

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Every applicant or recipient of services or assistance shall be informed by local agency staff at the time of application and at the time of any action affecting his/her claim to assistance or services of the following:

1. of his/her right to a Fair Hearing;
2. of the method by which he/she may obtain a hearing; and
3. of his/her right to be represented by an authorized representative, such as legal counsel, relative, or friend. Information and referral services shall be provided to help claimants make use of any legal services available in the community that can provide legal representation at the hearing.

Responsibilities of Local Contract Agencies

The right to appeal is provided to ensure due process for those individuals and families who are denied assistance under any of the Department's programs including the CSBG program. Each agency's Board of Directors will establish procedures for fair hearings at the local level.

When an applicant feels that he/she has been denied services or assistance, or the opportunity to apply for services or assistance, a review hearing will be held upon the applicant's written request. A client who is dissatisfied with the service or assistance that they received may also request a hearing.

Applicants may not appeal when an application is denied due to a lack of funds.

To file a request for a hearing, the applicant must fill out a complaint form (see Grievance Procedures p.16). The applicant will retain a copy of the form. Also, one copy will be provided to the Department's Community Services office and a third copy will be placed in the applicant's permanent file by the local contract agency.

A letter will be sent to all applicants stating that the application is denied. Also, the letter will state the correct procedures to follow for an appeal of an application denial through the agency's established grievance procedures.

Applicants for services or assistance or clients dissatisfied with the receipt of services or assistance must file their grievance within thirty (30) days of the denial of, or receipt of, the services or assistance. Upon receipt of a request for a hearing, the hearing must be held in a timely manner following the agency's established procedures for fair hearings.

If a client is dissatisfied with the agency's decision, he/she may appeal to the Department. Requests to the Department for a hearing may be made in writing, electronic mail, or telephone within thirty (30) days of the notification of the outcome of the local hearing. No request for a Department-level hearing will be accepted until a hearing at the local level is held as most issues can be resolved at the local level.

All requests for Departmental level appeals must be submitted to:

TN Department of Human Services Appeals Clerk
400 Deaderick Street, 13th Floor
Nashville, TN 37243-1403
(615) 248-4682 Local
1(866)787-8209 Long distance
(615)532-2714 fax
AppealsClerkOffice.DHS@tn.gov

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Following the receipt of a request for a hearing, the Department's Division of Appeals and Hearings will be notified. The client will be contacted by Appeals and Hearings staff to schedule the hearing which will be conducted by a Departmental Hearing Officer. If a request for a hearing is received, the local agency will be requested to submit copies of files and documentation regarding the grievance and the steps taken to address the issues.

State and Federal Requirements

Tennessee's Public Welfare Statutes and Federal law require that there be provisions for appeals and fair hearings for applicants and recipients of assistance and services provided by the Department.

If a formal complaint is made to the Federal Department of Health and Human Services (HHS) Office of Community Services (OCS) alleging that the Tennessee Department of Human Services (DHS) has failed to use CSBG funds in accordance with the federal statute, HHS must, within sixty (60) days after it receives the complaint, provide a written response to the complainant. DHS will be required to participate in the resolution of the complaint within the period of time designated by HHS.

→ Applications Not Acted On In a Timely Manner

The same procedures as above apply for denials.

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Monitoring of Local Contract Agencies

Monitoring

Staff from the Department's Program Review and Internal Audit staff conducts on-site monitoring activities for the CSBG program. Programmatic monitoring is conducted in local CSBG agency offices.

Emphasis in monitoring is placed on administration, efficiency, program design and implementation, customer eligibility (including reviews of outcomes) and recordkeeping. The Department of Human Services' Community Services staff has developed program policy against which agencies are evaluated. Monitoring staff will attempt to complete their program review in one visit. CSBG agencies are notified in writing of the findings of the review. If problems are identified, the CSBG agency is asked to submit a corrective action plan to the Department of Human Services for approval. If the review indicates the agency needs training or technical assistance, the Department of Human Services program staff provides follow-up. A copy of the review report and any corrective action activity is maintained in the Department of Human Services' file. The State follows required CSBG monitoring requirements by assuring each CSBG recipient is monitored at least every three years. High risk agencies are monitored annually.

Contract agencies are required to submit financial reports of expenditures to the Department's Fiscal Services. The report is reviewed by Fiscal staff and validated by State monitoring staff.

Termination and Reduction of Funding

The State of Tennessee provides assurance that any community action agency which received funding in the previous fiscal year under this Act will not have its present or future funding terminated under this Act or reduced below the proportional share of funding it received in the previous fiscal year unless after notice, and opportunity for hearing on the record, the State determines that cause existed for such termination or such reduction subject to the procedures and review by the Secretary as provided in Section 676(b)(8).

For purposes of making a determination with respect to a funding reduction, the term "cause" includes--

1. A statewide redistribution of funds provided through a Community Service Block Grant under this subtitle to respond to:
 - a. the results of the most recently available census or other appropriate data;
 - b. the establishment of a new eligible entity;
 - c. severe economic dislocation; and
2. The failure of an eligible entity to comply with the terms of its agreement to provide services under this subtitle. [678C(a)]

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For purposes of making a determination with respect to a termination, the term "cause" includes -- the material failure of an eligible entity to comply with the terms of its agreement and Community Action Plan to provide services under this subtitle.

The CSBG agency shall be given notice if funding is to be terminated or if funding is to be reduced below its proportional share.

1. A written notice shall be sent to the CSBG agency stating the Department intends to terminate its CSBG funding or reduce its funding level below its proportional share twenty (20) days from the date of the notice. The notice shall contain the cause of the termination and time, date, and place of a hearing on the matter to be held not less than ten (10) days from the date of the letter. Just cause for termination will consist of any breach of the CSBG contract by the agency.
2. A public hearing shall be conducted to review the cause of the proposed termination. The panel shall consist of one representative each from the following DHS offices: Assistant Commissioner for Community and Social Services, Assistant Commissioner for Administrative Services and Director of Finance. The panel members shall convene the hearing and issue its recommendation(s) to the Commissioner within seven (7) days after the hearing.
3. The Commissioner shall notify the CSBG agency of the Department's final decision on the case within fourteen (14) days after the hearing.
4. A copy of the record of the public hearing shall be furnished to the Secretary of Health and Human Services, and no decision to terminate an agency's CSBG funding shall become effective until a finding by the Secretary of the Department of Health and Human Services confirms the State's finding of cause.

Fiscal Review:

The Department of Human Services Fiscal Services reviews expenditures reported on the agency's reimbursement report/invoice. Staff compares reimbursement reports with the agency's contract budget to determine liquidation rates and appropriate line-item expenditures. The agency's quarterly expenditure reports are also reviewed to determine that they agree with the monthly invoice amounts, and that expenditures appear to be reasonable and properly charged in accordance with the agency's approved cost allocation plan. This comparison enables Fiscal staff to determine the amount of unexpended funding in each contract at the end of the contract period.

If the agency's reports indicate problems in overspending, costs are questioned, adjusted, or otherwise resolved before the end of the contract period's final reimbursement. The agencies may request technical assistance with fiscal issues which include bookkeeping systems, cost allocation plans, and fiscal reporting and budgeting. This technical assistance will be provided by Fiscal Services.

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Child Support Enforcement

According to the CSBG Act section 678G(2)b: During each fiscal year for which an eligible entity received a grant under section 675C, such entity shall (1) inform custodial parents in single-parent families that participate in programs, activities, or services carried out or provided under this subtitle about the availability of child support services; and (2) refer eligible parents to the child support offices of State and local governments.

Frontline staffs are to inform custodial parents in single-parent families that participate in programs, activities, or services carried out or provided under CSBG about the availability of child support services and are referring eligible parents to the child support offices of State and local governments.

Designation and Re-Designation

The State shall give special consideration in the designation of local community action agencies to any community action agency, which was receiving CSBG funds under any Federal anti-poverty program on the date of enactment of the CSBG Act. The State, before giving such special consideration, shall determine that each agency met program and fiscal requirements established by the State. If no such agency exists during the year because of any change in the assistance furnished to programs for economically disadvantaged persons, the State shall give special consideration in the designation of community action agencies to any successor agency which is operated in substantially the same manner as the predecessor agency which did receive funds in the preceding fiscal year for which the determination is made.

When a geographic area of the state is not being served by an eligible entity during the year, the Governor of the state may solicit applications from, and designate as an eligible entity:

1. a private nonprofit organization (which may include an eligible entity) that is geographically located in the unserved area, that is capable of providing a broad range of services designed to eliminate poverty and foster self-sufficiency, and that meets the requirements of this subtitle; and
2. a private nonprofit eligible entity that is geographically located in an area contiguous to or within reasonable proximity of the unserved area and that is already providing related services in the unserved area.
3. when no qualified organization in or near the area is identified or determined to be qualified to serve the unserved area as an eligible entity the Governor may designate an appropriate political subdivision of the state, with demonstrated effectiveness, to serve as an eligible entity for the area. In order to serve as the eligible entity for that area, the political subdivision shall have a board or other mechanism as required in section 676B(a)(b).

A description follows on the State's method of implementing section 676A of the CSBG Act. The state has given special consideration and designated twenty (20) CSBG agencies to administer local CSBG programs as required by the CSBG Act. The Department has determined that each of the agencies designated to receive CSBG funds has met necessary program and fiscal requirements of the State.

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Tripartite Board Requirements

The State provides assurance that in the case CSBG funds are allocated to a community action agency or non-profit organization that each board shall be selected by the agency or organization and constituted to assure that (CSBG Act 676B(a) and (b)):

1. one-third of the members of the board are elected public officials, holding office on the date of selection, or their representatives, except that if the number of such elected officials reasonably available and willing to serve on the board is less than one-third of the membership of the board, membership on the board of appointive public officials or their representatives may be counted in meeting such one-third requirement;
2. not fewer than one-third of the members are persons chosen in accordance with democratic selection procedures adequate to assure that these members are representative low-income individuals and families in the neighborhood served; and
3. the remainder of the members are officials or members of business, industry, labor, religious, law enforcement, education, or other major groups and interests in the community served.

Further, the State provides assurance that in the case CSBG funds are allocated to a public organization that the board shall be constituted to assure that:

1. a tripartite board, which shall have members selected by the organization and shall be composed so as to assure that no fewer than one-third of the members are persons chosen in accordance with democratic selection procedures and adequate to assure that these members-
 - a. are representative of low-income individuals and families in the neighborhood served;
 - b. reside in the neighborhood served; and
 - c. are able to participate actively in the development, planning, implementation, and evaluation of programs funded under this subtitle; or
2. another mechanism specified by the State to assure decision making and participation by low-income individuals in the development, planning, implementation, and evaluation of programs funded under this subtitle.

A narrative description concerning how Tennessee will implement Section 676B (a)&(b) of the CSBG Act follows:

1. As a requirement for funding, the Department of Human Services requires each agency which is allocated CSBG funds to submit a copy of its board of directors. The board structure is examined by the Department, and a determination is made as to whether it complies with the CSBG Act requirements. Public agencies will be required to submit documentation of how low-income individuals are involved in planning and implementing the CSBG program.

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2. Each agency will have an on-site compliance review conducted by the State at least every 3 years. During this compliance review, the agency board structure is examined.
3. A clause contained in each grant contract stipulates that the local agency shall comply with applicable Federal regulations in the performance of its duties under the contract. This provision includes Section 676B (a)&(b) of the Community Services Block Grant Act.

Title VI and HIPAA Compliance

Title VI coordinator/responsible party will hold mandated annual Title VI and HIPAA training. Employee attendance will be documented. Each employee will also be provided with a copy of the agency's Title VI policy.

State CSBG requirements prohibit discrimination against any person on the grounds of handicap, disability, age, race, sex, color, national origin, religion, or any other classification protected by Federal or State constitutional and/or statutory law. No such person shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity funded in whole or in part with funds made available under CSBG 678(c). A provision in each CSBG contract stipulates this requirement. Monitoring of local agency compliance with all discrimination requirements is done routinely by the State.

Documentation and Record Keeping Processes

Client records will be maintained for a minimum of five (5) years after the final invoice for current fiscal year has been submitted. Client records are kept in a secure location accessible only to pertinent staff. Computer files will be maintained under a secured system overseen by management.

Confidentiality of Client Information

All employees shall be trained annually on client confidentiality, code of ethics and conduct, electronic communications, customer relations, and release of information. This information will be contained in an Employee Handbook/Agency Policy Manual.

Suspension and Debarment

The clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions" must be included in all sub-contracts/agreements that the Sub-grantees enter into. The clause must be written without any modifications, as follows:

- (1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntary excluded from participation in this transaction by any Federal department or agency.*
- (2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.*

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Depletion of Funding

When funding is depleted, it is appropriate to deny clients based on lack of funds. The agency will inform the client when the next open application period begins, so the client can check to see if additional funding is available. Agencies shall not deny clients until **all funds are depleted**.

A waiting list will be maintained of all CSBG applicants denied due to lack of funds. If additional funds become available during the program year, those CSBG applicants who were denied due to lack of funds will be notified of the change, if there is one.

Conflict of Interest

Contract agencies shall have a conflict of interest statement signed by all employees involved with the CSBG program.

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Goals and National Performance Indicators

CSBG agencies' are required to address the six National goals mandated by the Office of Community Service. In addressing Family level goals, CSBG agencies must use the 'National Performance Indicators and/or Created Performance Indicators for Tennessee CSBG Agencies' that are linked to the agencies' programs. The Tennessee list correlates to the full Office of Community Services (OCS) list shown below. When evaluating Agency level goals agencies must include Goal 4 and Goal 5. Community Level Goals should be selected from Goal 2 and Goal 3.

It is important that outcome measures consider both the overall effectiveness of the program and customer success. Outcome measures involve the agency's mission and are quality oriented. That is, the measures relate to how the agency is doing in providing services and in empowering its customers to make needed changes in their lives. Each goal has a result-oriented list of NPI(s) from which the agency can select to measure success. These result-oriented measures follow:

Goal 1 – Low-income people become more self-sufficient (Family)

National Performance Indicator 1.1 (Employment)

The number and percentage of low-income **participants** who get a job or become self-employed, as a result of Community Action Assistance, as measured by one or more of the following:

- a. Unemployed and obtained a job.
- b. Employed and maintained a job for at least 90 days.
- c. Employed and obtained an increase in employment income for at least 90 days.
- d. Achieved "living wage" employment and/or benefits.

National Performance Indicator 1.2 (Employment Supports)

The number of low-income **participants** for whom barriers to initial or continuous employment are reduced or eliminated through assistance from Community Action, as measured by one or more of the following:

- a. Obtained skills/competencies required for employment.
- b. Completed ABE/GED and received certificate or diploma.
- c. Completed post-secondary education program and obtained certificate or diploma.
- d. Enrolled children in before or after school programs.
- e. Obtained care for child or other dependent.
- f. Obtained access to reliable transportation and/or driver's license.
- g. Obtained health care services for themselves or family member.
- h. Obtained and/or maintained safe and affordable housing.
- i. Obtained food assistance.
- j. Obtained non-emergency LIHEAP energy assistance.
- k. Obtained non-emergency WX energy assistance.
- l. Obtained other non-emergency energy assistance (State/local/private energy programs. Do Not include LIHEAP or WX)

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National Performance Indicator 1.3 (Economic Asset Enhancement and Utilization)

The number and percentage of low-income households that achieve an increase in financial skills as a result of Community Action assistance, and the aggregated amount of those assets and resources for all **participants** achieving the outcome, as measured by one or more of the following:

- a. Number and percent of participants in tax preparation programs who qualified for any type of Federal or State tax credit and the expected aggregated dollar amount of credits.
- b. Number and percent of participants who obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments.
- c. Number and percent of participants who were enrolled in telephone lifeline and/or energy discounts with the assistance of the agency and the expected aggregated dollar amount of savings.
- d. Number and percent of participants demonstrating ability to complete and maintain a budget for over 90 days.
- e. Number and percent of participants opening an Individual Development Account (IDA) or other savings account.
- f. Number and percent of participants who increased their savings through IDA or other savings accounts and the aggregated amount of savings.
- g. Number and percent of participants capitalizing a small business with accumulated IDA or other savings.
- h. Number and percent of participants pursuing post-secondary education with accumulated IDA or other savings.
- i. Number and percent of participants purchasing a home with accumulated IDA or other savings.
- j. Number and percent of participants purchasing other assets with accumulated IDA or other savings.

Goal 2 – The Conditions in which low-income people lives are improved (Community)

National Performance Indicator 2.1 (Community Improvement and Revitalization)

Increase in, or safeguard of, threatened opportunities and community resources or services for low-income people in the community as a result of Community Action projects/initiatives or advocacy with other public and private agencies, as measured by one or more of the following:

- a. Jobs created, or saved, from reduction or elimination in the community.
- b. Accessible “living wage” jobs created, or saved from reduction or elimination in the community.
- c. Safe and affordable housing units created in the community.
- d. Safe and affordable housing units in the community preserved or improved through construction, weatherization or rehabilitation achieved by Community Action activity or advocacy.
- e. Accessible safe and affordable health care services/facilities for low-income people created, or saved from reduction or elimination.
- f. Accessible safe and affordable child care or child development placement opportunities for low-income families created, or saved from reduction or elimination.
- g. Accessible before-school and afterschool program placement opportunities for low-income families created, saved from reduction or elimination.

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- h. Accessible new or expanded transportation resources, or those that are saved from reduction or elimination, that are available to low-income people, including public or private transportation.
- i. Accessible or increased educational and training placement opportunities, or those that are saved from reduction or elimination, that are available for low-income people in the community, including vocational, literacy, and life skill training, ABE/GED, and post-secondary education.

National Performance Indicator 2.2 (Community Quality of Life and Assets)

The quality of life and assets in low-income neighborhoods are improved by Community Action initiative or advocacy, as measured by one or more of the following:

- a. Increases in community assets as a result of a change in law, regulation or policy, which results in improvements in quality of life and assets.
- b. Increase in the availability or preservation of community facilities.
- c. Increase in the availability or preservation of community services to improve public health and safety.
- d. Increase in the availability or preservation of commercial services within low-income neighborhoods.
- e. Increase in or preservation of neighborhood quality-of-life resources.

National Performance Indicator 2.3 (Community Engagement)

The number of community members working with Community Action to improve conditions in the community.

- a. Number of community members mobilized by Community Action that participate in community revitalization and anti-poverty initiatives.
- b. Number of volunteer hours donated to the agency (ALL volunteer hours).

Goal 3 – Low-income people own a stake in their community (Community)

National Performance Indicator 3.1 (Community Enhancement through Maximum Feasible Participation)

The number of volunteer hours donated to Community Action.

- a. Total number of volunteer hours donated by low-income individuals to Community Action (This is ONLY the number of volunteer hours from individuals who are low-income)

National Performance Indicator 3.2 (Community Empowerment through Maximum Feasible Participation)

The number low-income **people** mobilized as a direct result of Community Action initiative to engage in activities that support and promote their own well-being and that of their community, as measured by one or more of the following:

- a. Number of low-income people participating in formal community organizations, government, boards or councils that provide input to decision-making and policy-setting through Community Action efforts.
- b. Number of low-income people acquiring businesses in their community as a result of Community Action assistance.

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- c. Number of low-income people purchasing their own home in their community as a result of Community Action assistance.
- d. Number of low-income people engaged in non-governance community activities or groups created or supported by Community Action.

Goal 4 – Partnerships among supporters and providers of services to low-income persons are achieved (Agency)

National Performance Indicator 4.1 (Expanding Opportunities through Community-Wide Partnerships)

The number of organizations, both public and private, that Community Action actively works with to expand resources and opportunities in order to achieve family and community outcomes.

- a. Nonprofit
- b. Faith Based
- c. Local Government
- d. State Government
- e. Federal Government
- f. For-Profit Business or Corporation
- g. Consortiums/Collaborations
- h. Housing Consortiums/Collaborations
- i. School Districts
- j. Institutions of post-secondary education/training
- k. Financial/Banking Institutions
- l. Health Service Institutions
- m. State wide associations or collaborations
- n. Total number of organizations and total number of partnerships CAAs work with to promote family and community outcomes

Goal 5 - Agencies increase their capacity to achieve results (Agency)

National Performance Indicator 5.1 (Agency Development)

The number of human capital resources available to Community Action that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following:

- a. Number of Certified Community Action Professionals
- b. Number of Nationally Certified ROMA Trainers
- c. Number of Family Development Certified Staff
- d. Number of Child Development Certified Trainers
- e. Number of staff attending trainings
- f. Number of board members attending trainings
- g. Hours of staff in trainings
- h. Hours of board members in trainings

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Goal 6 – Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems (Family)

National Performance Indicator 6.1 (Independent Living)

The number of vulnerable **individuals** receiving services from Community Action who maintain an independent living situation as a result of those services:

- a. Senior Citizens
- b. Individuals with Disabilities
 - a. 0-17
 - b. 18-54
 - c. 55-over
 - d. Age Unknown

National Performance Indicator 6.2 (Emergency Assistance)

The number of low-income **individuals** served by Community Action who sought emergency assistance and the number of those individuals for whom assistance was provided, including such services as:

- a. Emergency Food
- b. Emergency fuel or utility payments funded by LIHEAP or other public and private funding sources
- c. Emergency Rent or Mortgage Assistance
- d. Emergency Car or Home Repair (i.e. structural, appliance, heating system, etc.)
- e. Emergency Temporary Shelter
- f. Emergency Medical Care
- g. Emergency Protection from Violence
- h. Emergency Legal Assistance
- i. Emergency Transportation
- j. Emergency Disaster Relief
- k. Emergency Clothing

National Performance Indicator 6.3 (Child and Family Development)

The number and percentage of all **infants, children, youth, parents, and other adults** participating in development or enrichment programs who achieve program goals, as measured by one or more of the following:

Infants & Children

- a. Infants and children obtain age-appropriate immunizations, medical, and dental care
- b. Infant and child health and physical development are improved as a result of adequate nutrition
- c. Children participate in pre-school activities to develop school readiness skills
- d. Children who participate in pre-school activities are development ready to enter Kindergarten or 1st Grade

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Youth

- e. Youth improve health and physical development
- f. Youth improve social/emotional development
- g. Youth avoid risk-taking behavior for a defined period of time
- h. Youth have reduced involvement with criminal justice system
- i. Youth increase academic, athletic, or social skills for school success

Adults

- j. Parents and other adults learn and exhibit improved parenting skills
- k. Parents and other adults learn and exhibit improved family functioning skills

National Performance Indicator 6.4 (Family Supports (Seniors, Disabled and Caregivers))

Low-income **people** who are unable to work, especially seniors, adults with disabilities, and caregivers, for whom barriers to family stability are reduced or eliminated, as measured by one or more of the following:

- a. Enrolled children in before or after school programs
- b. Obtained care for child or other dependent
- c. Obtained access to reliable transportation and/or driver's license
- d. Obtained health care services for themselves or family member
- e. Obtained and/or maintained safe and affordable housing
- f. Obtained food assistance
- g. Obtained non-emergency LIHEAP energy assistance
- h. Obtained non-emergency WX energy assistance
- i. Obtained other non-emergency energy assistance
(State/local/private energy programs. Do Not include LIHEAP or WX)

National Performance Indicator 6.5 (Service Counts)

The number of **services** provided to low-income individuals and/or families, as measured by one or more of the following:

- a. Food Boxes
- b. Pounds of Food
- c. Units of Clothing
- d. Rides Provided
- e. Information and Referral Calls

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Needs Assessment Planning Implementation

The Comprehensive Community Needs Assessment (CCNA) is the first step of the strategic planning process.

In order to assess community needs and to assure maximum impact of CSBG funds, Community Action Agencies utilize a variety of methods to solicit information in their service area and the conditions and needs of the customers and communities they serve.

The Community Needs Assessment Toolkit is a guide to conducting needs assessments. The “*Comprehensive Community Needs Assessment Web-based Tool*”

<http://www.communityactioncna.org/> which is linked through the *Community Commons* at <http://www.communitycommons.org/groups/community-action-partnership/> a nationally recognized resource providing access to over 100 statistical data tables from data sets such as the U.S. Census Bureau, Department of Education, U.S. Department of Labor, and many other sources.

The purposes of this Community Assessment are as follows:

- Identify community needs and resources
- Prevent duplication of programs
- Manage programs more effectively
- Refine or eliminate programs
- Provide justification to the board and others for decisions and action

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Community Action Plan Based on Results Oriented Planning

Prior to determining the services to be provided, each agency must engage in a Results Oriented Planning Process. This requirement will be met by submitting the agency needs assessment and community plan prior to each new agency contract period. Needs assessments and community action plans will be due on the date as described by the State for the upcoming state fiscal year (July 1 through June 30). This process enables the agency to develop a plan for meeting the multiple needs of the target population as required by the 1994 amendments to the Community Services Block Grant. Comprehensive Needs Assessment completed every three (3) years and updated annually. The Plan must include five areas:

- a community needs assessment
- a description of the service delivery system targeted to the low-income population
- a description of how linkages are to be developed to fill gaps in services
- a description of how funding under the CSBG Act will be coordinated with other resources
- a description of the service goal(s) and national performance indicators established to determine success.

Eligible Entities will submit an annual update of the community action plan, which will prioritize the community needs based on the entity's prior comprehensive community needs assessment. The work plan will address root causes of the identified needs, gaps in services available to address the need, existing community resources, proposed interventions, and strategies or programs to address the need. The work plan will also include the Results Oriented Management and Accountability (ROMA) national goals and performance indicators to be impacted by the interventions. Eligible entities will identify action steps for each proposed strategy, intervention, or program, identified in the work plan.

Eligible entities must include the following information in the work plan (in the format specified below):

Summary:

1. Executive Summary—Summary of the strategies, programs, and services as identified in the work plan outlined below.
2. Organizational Performance Standards--Describe how the agency plans to meet the Community Action Agency Organizational Performance Standards.
3. Status of Comprehensive Needs Assessment—Advise of the status of the Comprehensive Needs Assessment, date completed and updated results, identify the date of the previous assessment that was provided to the board and approved, i.e., previously prioritized needs.
4. Annual Review—Analyze and review agency's ability to fulfill needs identified previously.

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Population:

5. Data Collection—Identify how data is collected and how that data is being used to prioritize needs, services, and the planning of resources. Data may include, but not limited to the list below.
6. Demographics--Demographic Information of the service area:
 - a. Age
 - b. Race
 - c. Income levels
 - d. Unemployment trends
 - e. Poverty
 - f. Education, etc.
 - g. Healthcare
 - h. Nutrition

Resources:

7. Service Delivery and Facilities--Information regarding service delivery system and facilities.
8. Agency Program & Services--Describe what programs or services are provided by the agency, directly or through a referral, that help reduce or eliminate barriers to initial or continuous employment for low-income persons. Describe how coordination with the provision of employment and training activities will take place through local workforce investment systems under the Workforce Investment Act of 1998.
9. Community Linkages & Leverages--Identify organizations used to link services to clients and coordinate/leverage funding to meet the needs of clients; including city and county governments, faith-based organizations, nonprofit organizations, state agencies, etc.
10. Asset Building--Describe the process utilized to establish and maintain links with other governmental and social service providers to avoid duplication of services to low-income individuals in the service area. Include information on how coordination is maintained (i.e. attendance at meetings, regular calls to contact organizations, etc.) and any memorandums of understanding and/or service agreements organizations have with any of the identified entities.

Needs:

11. Community Engagement--Results of interviews (with customers, law enforcement, local elected officials, board members, county judges, and service providers), focus group(s), and key informant surveys are used as a starting point for establishing priority of services and planning of resources.
12. Prioritize Needs—Prioritize the community needs.
13. Gaps—Identify gaps within community.

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Programs & Services:

14. Continuity of Operations and Emergency Management--Provide a detailed description of the strategy to respond to an emergency and how they will provide on an emergency basis, supplies and services, nutritious foods, and related services that may be necessary to counteract conditions of starvation and malnutrition among low-income individuals.
15. Vulnerable Populations: Youth--Provide a detailed description of how the agency currently addresses the needs of youth in low-income communities through youth development programs. If the agency is not currently addressing the needs of youth in low-income communities, please identify how the agency plans to address this issue.
16. Vulnerable Populations: Seniors--Provide a detailed description of how the agency currently addresses the needs of seniors in low-income communities to facilitate independence and self-sufficiency. If the agency is not currently addressing the needs of seniors in low-income communities, please identify how the agency plans to address this issue.
17. Innovative Programs--Describe how the agency uses CSBG funds to support innovative community and neighborhood based initiatives related to the purpose of CSBG (examples include fatherhood initiatives and other initiatives with the goals of strengthening the family).

Plan:

18. Plan—Outline a plan which prioritizes the needs, reduces the duplication of services, and eliminates the gaps.

Data from various sources including (*but not limited to*) US Census Bureau, U.S. Department of Labor, Nation Center for Education Statistic, U.S. Department of Housing and Urban Development, U.S. Department of Health and Human & Services, U.S. Census Bureau, Small Health Insurances.

American Community Survey	http://www.census.gov/acs/www/
Community Commons	http://www.communitycommons.org
Small Area Income and Poverty Estimates Model-based Small Area Income & Poverty Estimates (SAIPE) for School Districts, Counties, and States	http://www.census.gov/did/www/saipe/index.html
U.S. Dept. of Labor Local Area Unemployment Statistics Map	http://www.bls.gov/lau/

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National Center for Education Statistics	http://nces.ed.gov/
Housing and Urban Development	http://portal.hud.gov/hudportal/HUD
CMS.gov. Center for Medicare & Medicaid Services	http://www.cms.gov/Medicare/Medicare.html
Small Area Health Insurance Estimates (SAHIE)	http://www.census.gov/did/www/sahie/
Council of Economic Advisors	https://www.whitehouse.gov/administration/eop/cea/
HIV/AIDS Prevention & Service Provider Locator	http://locator.aids.gov/

Needs Assessment Survey Samples

Needs Assessment data require a range of information. The following sample surveys can help present the current scope of poverty in your community and gain insight about the strengths and challenges of families in community.

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Community Needs Assessment Survey

COMMUNITY NEEDS / SERVICES: The list of services below, choose **five (5)** that you think are most needed in the community. Place an **X** by those you select.

- | | |
|--|---|
| <input type="checkbox"/> Energy Services | <input type="checkbox"/> Child Care Services |
| <input type="checkbox"/> Employment Services | <input type="checkbox"/> Emergency Services |
| <input type="checkbox"/> Nutrition Services | <input type="checkbox"/> Income Management Services |
| <input type="checkbox"/> Education Services | <input type="checkbox"/> Housing Repair Services |
| <input type="checkbox"/> Housing Services | <input type="checkbox"/> Information & Referral Services |
| <input type="checkbox"/> Transportation Services | <input type="checkbox"/> Parenting Services |
| <input type="checkbox"/> Self-Sufficiency Services | <input type="checkbox"/> Elderly Services |
| <input type="checkbox"/> Health Care Services | <input type="checkbox"/> Early Childhood (Preschool) Services |
| <input type="checkbox"/> Other (Explain) _____ | |

COMMUNITY PROBLEMS / BARRIERS: Of the problems listed below, choose **five (5)** that you feel are the most serious to your community. Place an **X** by those you select.

- | | |
|--|--|
| <input type="checkbox"/> Drug/Alcohol Abuse | <input type="checkbox"/> Broken Homes |
| <input type="checkbox"/> Crime/Public Safety | <input type="checkbox"/> Lack of Education/Training |
| <input type="checkbox"/> Homelessness | <input type="checkbox"/> Lack of Adequate Paying Jobs |
| <input type="checkbox"/> Domestic Violence (Abuse) | <input type="checkbox"/> Lack of Affordable Child Care |
| <input type="checkbox"/> Unemployment | <input type="checkbox"/> Lack of Affordable Housing |
| <input type="checkbox"/> Hunger | <input type="checkbox"/> Lack of Affordable Health Care |
| <input type="checkbox"/> Needs of the Elderly | <input type="checkbox"/> Lack of Affordable Transportation |
| <input type="checkbox"/> Other (Explain) _____ | |

You may add comments on the back if you wish.

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Local Elected Official Survey

A. Based upon your participation in and your observation of your representative community, please rank the following services according to need. (1 = Greatest Need, 2 = next greatest need, etc.)

- _____ Educational Services
 - _____ Emergency Services
 - _____ Employment Services
 - _____ Health Services
 - _____ Housing Services
 - _____ Income Management
 - _____ Transportation Services
 - _____ Information and Referral Services
 - _____ Nutrition Services
 - _____ Self Sufficiency Services
 - _____ please, describe if there is a needed service that is not identified above)
-

B. What in your opinion is the greatest concern for the elderly population in your community? Please rank in order of concern (1 = Greatest, 2 = next greatest concern, etc.)

- _____ Housing (adequate and affordable)
- _____ Cost of utility bills
- _____ Cost of medical care/prescriptions
- _____ Access and affordability of nutritious food
- _____ In Home Assistance (cleaning, errands, dispensing of meds, etc.)

C. What in your opinion is the greatest barrier for individuals and families in your community to attain self-sufficiency? Please rank these barriers (one = greatest barrier, 2 = next greatest barrier, etc.)

- _____ Lack of Adequate Paying Jobs
- _____ Lack of Education and Skills Training
- _____ Cost of Living (Food, Housing, Utilities, Fuel)
- _____ Transportation
- _____ Mental Health Issues including alcohol and drug abuse, depression, etc.
- _____ Lack of access to proper health care including cost of medication.
- _____ other (Please explain) _____

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Board Member Survey

Based upon your participation in and your observation of your representative community, please rank the following services according to need. (1 = Greatest Need, 2 = next greatest need, etc.)

- _____ Educational Services
 - _____ Emergency Services
 - _____ Employment Services
 - _____ Health Services
 - _____ Housing Services
 - _____ Income Management
 - _____ Transportation Services
 - _____ Information and Referral Services
 - _____ Nutrition Services
 - _____ Self Sufficiency Services
 - _____ please, describe if there is a needed service that is not identified above)
-

B. What in your opinion is the greatest concern for the elderly population in your community? Please rank in order of concern (1 = Greatest, 2 = next greatest concern, etc.)

- _____ Housing (adequate and affordable)
- _____ Cost of utility bills
- _____ Cost of medical care/prescriptions
- _____ Access and affordability of nutritious food
- _____ In Home Assistance (cleaning, errands, dispensing of meds, etc.)

C. What in your opinion is the greatest barrier for individuals and families in your community to attain self-sufficiency? Please rank these barriers (one = greatest barrier, 2 = next greatest barrier, etc.)

- _____ Lack of Adequate Paying Jobs
- _____ Lack of Education and Skills Training
- _____ Cost of Living (Food, Housing, Utilities, Fuel)
- _____ Transportation
- _____ Mental Health Issues including alcohol and drug abuse, depression, etc.
- _____ Lack of access to proper health care including cost of medication.
- _____ Other (Please explain) _____

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County Judge Survey

A. Based upon your participation in and your observation of your representative community, please rank the following services according to need. (1 = Greatest Need, 2 = next greatest need, etc.)

- _____ Educational Services
 - _____ Emergency Services
 - _____ Employment Services
 - _____ Health Services
 - _____ Housing Services
 - _____ Income Management
 - _____ Transportation Services
 - _____ Information and Referral Services
 - _____ Nutrition Services
 - _____ Self Sufficiency Services
 - _____ please, describe if there is a needed service that is not identified above)
-

B. What in your opinion is the greatest concern for the elderly population in your community? Please rank in order of concern (1 = Greatest, 2 = next greatest concern, etc.)

- _____ Housing (adequate and affordable)
- _____ Cost of utility bills
- _____ Cost of medical care/prescriptions
- _____ Access and affordability of nutritious food
- _____ In Home Assistance (cleaning, errands, dispensing of meds, etc.)

C. What in your opinion is the greatest barrier for individuals and families in your community to attain self-sufficiency? Please rank these barriers (one = greatest barrier, 2 = next greatest barrier, etc.)

- _____ Lack of Adequate Paying Jobs
- _____ Lack of Education and Skills Training
- _____ Cost of Living (Food, Housing, Utilities, Fuel)
- _____ Transportation
- _____ Mental Health Issues including alcohol and drug abuse, depression, etc.
- _____ Lack of access to proper health care including cost of medication.
- _____ other (Please explain) _____

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Local Police Department Survey

A. Based upon your participation in and your observation of your representative community, please rank the following services according to need. (1 = Greatest Need, 2 = next greatest need, etc.)

- _____ Educational Services
 - _____ Emergency Services
 - _____ Employment Services
 - _____ Health Services
 - _____ Housing Services
 - _____ Income Management
 - _____ Transportation Services
 - _____ Information and Referral Services
 - _____ Nutrition Services
 - _____ Self Sufficiency Services
 - _____ Please, (describe if there is a needed service that is not identified above)
-

B. What in your opinion is the greatest concern for the elderly population in your community? Please rank in order of concern (1 = Greatest, 2 = next greatest concern, etc.)

- _____ Housing (adequate and affordable)
- _____ Cost of utility bills
- _____ Cost of medical care/prescriptions
- _____ Access and affordability of nutritious food
- _____ In Home Assistance (cleaning, errands, dispensing of meds, etc.)

C. What in your opinion is the greatest barrier for individuals and families in your community to attain self-sufficiency? Please rank these barriers (one = greatest barrier, 2 = next greatest barrier, etc.)

- _____ Lack of Adequate Paying Jobs
- _____ Lack of Education and Skills Training
- _____ Cost of Living (Food, Housing, Utilities, Fuel)
- _____ Transportation
- _____ Mental Health Issues including alcohol and drug abuse, depression, etc.
- _____ Lack of access to proper health care including cost of medication.
- _____ Other (Please explain) _____

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Service Provider Survey

General Information

1. Please enter the name of your organization: _____
2. Mailing address of your organization: _____
3. Name of person completing survey: _____
4. Title of person completing survey: _____
5. Organization Phone Number: _____
6. Which geographic area does your organization serve:
(Please list the specifics in the lines provided)
 - a. Neighborhoods _____
 - b. Cities _____
 - c. Counties _____
 - d. Region _____
 - e. Other _____

Services Information

On the following pages are listing of services that your organization may provide. Please check in the box beside the service heading if your organization focuses on that particular service area then complete the relevant information pertaining to that section.

Does your organization have a requirement on the number of times a client you serve?

___ Yes ___ No

If yes, please explain _____

Education Services - May include educational counseling, public education/public information, information and referral, day care and child development, ABE, GED, other direct instruction, and other education projects.

Services

Offered _____

Income Management Services - May include household financial counseling/information, income tax counseling, residential energy conservation workshops, information on energy conservation, and other income management projects.

Services

Offered _____

Housing Services - May include homeownership, counseling/loan assistance, rental assistance, Section 8 assistance, counseling and landlord/tenant advocacy, home repair/ rehabilitation and other housing programs

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Services

Offered _____

Nutrition Services - May include food pantries, food shelves, hot meals, gardening, self-help projects, nutrition education, surplus food and other nutrition programs.

Services

Offered _____

Information and Referral Services - May include a referral system through programs to other similar types of assistance.

Services

Offered _____

Health Services - May include transportation to medical services, medical dental screening, counseling on health needs, provision of information that educates and prevents health problems and other health services.

Services

Offered _____

Self-Sufficiency Programs - May include programs and services designed to enable/assist families and individuals to implement goals for themselves. They may include family development intervention for family stabilization.

Services

Offered _____

Other types of services - Includes any other services not included above

Services

Offered _____

Based upon your organizations knowledge of services in your community area, please rank the following service based upon need (Select the three greatest needs).

- _____ Employment Services
- _____ Education Services
- _____ Income Management Services
- _____ Housing Services
- _____ Emergency Services
- _____ Transportation Services
- _____ Child Care Services
- _____ Nutrition Services
- _____ Information and Referral Services

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_____ Health Services
_____ Self-Sufficiency Services

What the greatest need facing your community.

THANK YOU FOR YOUR TIME

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CSBG Program Descriptions/Program Specific Requirements

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EMPLOYMENT PROGRAMS

Program Description

Service Category 1 - Employment

Job Counseling

- Periodic counseling of unemployed or under-employed participants, including help with job hunting skills, formation of job clubs or identification of jobs.
- Can include I & R activities.

Job Placement/Development

- Development means finding vacant positions for which employers agree to interview low-income job seekers.
- Placement includes setting up job interviews for participating job hunters. Can include job counseling, job banks and I & R activities.

On-the-Job Training (OJT)

- On-the-Job Training (OJT), activities to enhance the skills of working persons during their hours of employment.

Summer Youth Jobs (OJT)

- Summer jobs for low-income young people, providing them income, work experience, and perhaps OJT.

Head Start Staff/OJT

- Use of CSBG resources for OJT projects for Head Start staff, in support of that HHS program.

Other OJT

- Other OJT projects of local CSBG agencies, such as adult work experience, or career development for the staff of local CSBG agencies.

Employment Generating Projects

- Businesses, services or projects supported or run by local CSBG agencies to provide new job opportunities for low-income people.
- Can also include part-time income-enhancing projects such as establishing produce markets to sell surplus produce from community gardens.

Skills Training

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- Training in skills for which there are immediate or reoccurring job opportunities. Includes training in word processing, welding, job hunting and similar skills.

Other Employment Projects

- Includes support of Green Thumb and projects to assist in finding jobs for such groups as the elderly, ex-offenders and single mothers.
- Can include provision of transportation to employment project participants and support for U.S. Department of Labor programs such as welfare-to-work and former Job Training Partnership Act (JTPA) programs consolidated under the Workforce Investment Act (WIA).

Interagency and Statewide Planning and Coordination

- Participation by CSBG agencies in the local planning and coordination of the Workforce Investment Act (WIA).
- Participation by CSBG agencies in local, regional or statewide planning and/or coordination of other community employment programs.

Community Organization and Brokerage/Advocacy

- Projects to mobilize community resources to meet the employment and job training needs of low-income persons, to increase community or employer awareness of identified employment and training needs of the poor and to arrange for partnerships and coordinated initiatives in employment projects.

Unit of Service

A unit of service is an individual.

Customer Goal

The customer's service must be goal directed. Goals toward which the service may be directed:

- ☐ Goal 1 – low-income people become more self-sufficient,
- ☐ Goal 2 – the conditions in which low-income people lives are improved, or
- ☐ Goal 4 - partnerships among supporters and providers of services to low-income persons are achieved

Need for Service

The need for employment services may be established in situations such as the following:

- ☐ The customer is unemployed or underemployed.
- ☐ The customer lacks the skills/training necessary to pursue and maintain employment.

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- ❑ The customer lacks the education necessary to increase his/her earnings.
- ❑ The customer lacks the understanding needed to use community resources.

Eligible Population

Eligibility for any customer is based on CSBG eligibility requirements-both income and need.

Special Requirements

The agency's employment program must be developed around one or more of the sub-categories identified in the general description.

Predetermined NPI(s) must be used to establish customer success.

An unduplicated count of customers participating in the employment program must be maintained and reported annually. The unduplicated count will include customers who enrolled in the program, who exited (dropped out/left) the program, or who completed the program successfully.

Client Record Documentation

Employment services are provided on a planned basis and according to the customer's need. The following information must be included in the case record:

- ❑ eligibility determined at six (6) month intervals (unless on a fixed income)
- ❑ problem statement, action plan, and goal toward which service is directed (completed within thirty (30) days of service initiation and updated in conjunction with the eligibility determinations)
- ❑ service documentation, including dates service rendered
- ❑ release of information as needed to share/obtain information
- ❑ service outcome evaluation (NPI's)

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EDUCATION PROGRAMS

Program Description

Service Category 2 - Education

Counseling and Guidance

- Counseling for at-risk students and dropouts
- Students seeking scholarships to a college or technical school
- Adults seeking educational resources

Public Education and Public Information

- Educational or informational activities conducted by local CSBG agencies to inform the general public about the problems and solutions of poverty in their communities.

Head Start Support

- CSBG resources used to supplement and improve the educational quality of the Head Start programs that are run by local CSBG agencies.

Day Care and Child Development

- Childcare and/or classes, frequently providing both child development instruction and support for working parents.
- Direct instruction in parenting skills.

Adult Basic Education (ABE), GED Instruction and/or Other Instruction

- Adult Basic Education (ABE) classes may include basic math and literacy skills, as well as English as Second Language (ESL), and preparatory classes to receive a high school equivalency certificate (GED); as well as other education, training, tutoring and workshops. This may include alternative education for high school drop-outs, or vocational training such as auto mechanics, beauty, and craft workshops (i.e., wood shop, welding).
- May also include classes in alternative education for high school drop-outs, craft workshops, etc.

Other Education Projects

- Provision of transportation to education project participants
- Scholarship programs for low-income students
- In-school drop-out prevention

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- Tutoring and counseling, etc.

Interagency and Statewide Planning and Coordination

- Interagency planning and/or coordination to educate the general public and/or policymakers about the needs of low-income groups.

Community Organization/and Brokerage/Advocacy

- Projects to mobilize community resources to meet the educational needs of low-income persons, to increase community or employer awareness of identified employment and training needs of the poor, and to arrange for partnerships and coordinated initiatives in education projects.

Unit of Service

A unit of service is an individual.

Goal

The customer's service must be goal directed. Goal toward which the service may be directed:

- ☐ Goal 1- low-income people become more self-sufficient,
- ☐ Goal 2- the conditions in which low-income people lives are improved,
- ☐ Goal 4- partnerships among supporters and providers of services to low-income persons are achieved, or
- ☐ Goal 6- low-income people especially vulnerable populations achieve their potential by strengthening family and other supportive systems

Eligible Population

Eligibility for any customer is based on CSBG eligibility requirements-both income and need.

Need for Service

The need for educational services may be established in situations such as the following:

- ☐ The customer has not completed high school.
- ☐ The customer lacks the educational skills necessary to secure employment and improve his/her standard of living.
- ☐ The customer wants to pursue higher education or supplement training but lacks knowledge of resources and the necessary skills to do so.
- ☐ The customer lacks the knowledge and understanding to use community literacy programs.

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Special Requirements

The agency education program must be developed around one or more of the sub-categories identified in the general description.

Predetermined NPI(s) must be used to establish customer success.

An unduplicated count of customers participating in the education program must be maintained and reported annually. The unduplicated count will include customers who enrolled in the program, or who exited (dropped out/left) program, or who completed the program.

Customer Record Documentation

Education services are to be provided on a planned basis in accordance with the customer's need. To document this, the following information must be included in the case record:

- ☐ eligibility determined at six (6) month intervals (unless on a fixed income)
- ☐ problem statement, action plan, and goal toward which service is directed (completed within thirty (30) days of service initiation and updated in conjunction with the eligibility determinations)
- ☐ service documentation, including dates service was rendered
- ☐ release of information as needed to share/obtain information
- ☐ service outcome evaluation (NPI's)

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INCOME MANAGEMENT PROGRAMS

Program Description

Service Category 3 - Income Management

Household Financial Counseling and Information and Referral

- Providing information and referral about income management and counseling
- Instructing low-income individuals and families about preparing and implementing household budgets
- Assisting with personal, credit and general consumer education issues

Income Tax Counseling

- Assisting low-income individuals and families to prepare their federal, state and/or local annual income tax reports, and informing them about the availability of credits and benefits.

Other Income Management Projects

- Other projects to assist low-income persons to make better use of available income, such as organizing credit unions, food co-ops and car pools or van pools.

Interagency or Statewide Planning and Coordination

- Participation in interagency local or statewide planning and/or coordination to meet community needs in areas such as residential energy conservation, tax preparation, consumer education, etc.

Community Organization and Brokerage/Advocacy

- Projects to mobilize community resources to identify or meet the needs of low-income persons to preserve income.
- Projects to increase local awareness of the identified needs of low-income populations to stretch their income and to arrange for partnership and coordinated initiatives in income management projects.

Better Use of CSBG Resources

- Training and technical assistance (T&TA) activities for local CSBG agencies.
- Data collection projects, (except needs assessments).

Unit of Service

A unit of service is a family or an individual.

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Goal

The customer's service must be goal directed. Goals toward which service may be directed:

- ❑ Goal 1 – low-income people become more self-sufficient,
- ❑ Goal 4 - partnerships among supporters and providers of services to low-income persons are achieved, or
- ❑ Goal 6 – low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems

Eligible Population

Eligibility for any customer is based on CSBG eligibility requirements-both income and need.

Need for Service

The need for income management services may be established in situations such as the following:

- ❑ The customer lacks the skills and knowledge necessary to manage his/her income effectively.
- ❑ The customer needs help in completing Federal, State, and/or local tax forms.

Special Requirements

The agency's income management program must be developed around one or more of the sub-categories identified in the general description.

Predetermined NPI(s) must be used to establish customer success.

An unduplicated count of customers participating in the income management program must be maintained and reported annually. The unduplicated count will include customers who enrolled in the program, or who exited (dropped out/left) the program, or who completed the program.

Customer Record Documentation

Income Management services are to be provided on a planned basis in accordance with the customer's need. To document this, the following information must be included in the case record:

- ❑ eligibility determined at six (6) month intervals (unless on a fixed income)
- ❑ problem statement, action plan, and goal toward which service is directed (completed within thirty (30) days of service initiation and updated in conjunction with the eligibility determinations)
- ❑ service documentation, including dates service was rendered

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- ❑ release of information as needed to share/obtain information
- ❑ service outcome evaluation (NPI's)

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HOUSING PROGRAMS

Program Description

Service Category 4 - Housing

Homeownership Counseling/Loan Assistance

- Counseling on homeownership for low-income people, including assistance completing applications for Housing and Urban Development (HUD) and Rural Development (formerly FmHA) home loan programs.
- Other housing counseling and landlord/tenant advocacy
- Counseling in landlord/tenant relations, as well as assistance in applying for rent subsidies and with default/displacement and relocation situations, as well as fair housing concerns.

Home Repair/Rehabilitation

- Provision of home repair and residential rehabilitation services to elderly and other low-income households.
- Can include home maintenance workshops.

Other Housing Programs

- Support for group homes
- Meeting safety and health code standards
- Home construction for low-income families
- Urban homesteading; provision of transportation to housing project participants
- Initiatives to enforce the Community Reinvestment Act

Interagency and Statewide Planning and Coordination

- Cooperation in meeting community housing needs through interagency or statewide planning and/or coordination.
- Participation in the preparation process of applications from local governments for Community Development Block Grant funds, rural water and waste water facilities and Section 8 Housing.

Community Organization and Brokerage/Advocacy

- Projects to mobilize the resources of communities to identify or meet the housing needs of low-income families.

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Unit of Service

A unit of service is a family or an individual.

Goal

The customer's service must be goal directed. Goals toward which the service may be directed:

- ❑ Goal 1 - low-income people become more self sufficient,
- ❑ Goal 2 - the conditions in which low-income people lives are improved,
- ❑ Goal 4 - partnerships among supporters and providers of services to low-income persons are achieved, or
- ❑ Goal 6 - low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems

Eligible Population

Eligibility for any customer is based on CSBG eligibility requirements-both income and need.

Need for Service

The need for housing services may be established in situations such as the following:

- ❑ The customer lives in substandard housing and needs assistance in locating adequate housing.
- ❑ The customer's home needs minor repairs.
- ❑ The customer lacks the understanding to use local resources to improve his/her housing conditions.

Special Requirements

The agency's housing program must be developed around one or more of the sub-categories identified in the general description.

Predetermined NPI(s) must be used to establish customer success.

An unduplicated count of customers participating in the housing program must be maintained and reported annually. The unduplicated count will include customers who enrolled in the program, or who exited (dropped out/left) the program, or who completed the program.

Customer Record Documentation

Housing services are to be provided on a planned basis in accordance with the customer's need. To document this, the following information must be included in the case record:

- ❑ eligibility determined at six (6) month intervals (unless on a fixed income)

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- ❑ problem statement, action plan, and goal toward which service is directed (completed within thirty (30) days of service initiation and updated in conjunction with the eligibility determinations)
- ❑ service documentation, including dates service was rendered
- ❑ release of information as needed to share/obtain information
- ❑ service outcome evaluation (NPI's)

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EMERGENCY PROGRAMS

Program Description

Service Category 5 - Emergency Services

Emergency Energy Support

- Emergency energy payments, energy-related repairs, energy-related advocacy and/or crisis interventions, especially with energy suppliers.

Crisis Intervention & Crisis Case Management

- Intervention in emergencies such as those resulting from child, spouse, alcohol or drug abuse, illness or unemployment.
- Temporary shelter for battered women and crisis hotlines.
- Mediation services where the loss of benefits from programs such as Temporary Assistance for Needy Families (TANF) or Food Stamps causes family emergencies.

Donated Goods/Services/Cash

- Mobilizing, storing and distributing donations of money, food, clothing, and furniture, wood and other fuels, and professional services to help families and individuals meet one-time emergencies or recover from disasters.

Other Emergency Services

- Services, such as transportation, to meet family emergencies;
- Provision of legal aid services

Homeless Aid

- Temporary shelter and/or food programs for the homeless.
- Additional direct assistance such as clothing, medical care and shelter construction.

Interagency or Statewide Planning and Coordination

- Cooperation in meeting community emergency or disaster relief needs through interagency planning and/or coordination.

Community Organization, Brokerage/Advocacy

- Projects to mobilize the resources of communities to meet the emergency or disaster relief needs of their low-income groups.

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- Projects to increase the awareness of the identified emergency or disaster relief needs of low-income groups.

Unit of Service

A unit of service is a family or individual.

Goal

The customer's service must goal directed. Goals toward which the service may be directed:

- ❑ Goal 1 – low-income people become more self-sufficient,
- ❑ Goal 4 - partnerships among supporters and providers of services to low-income persons are achieved, or
- ❑ Goal 6 – low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems

Eligible Population

Eligibility for any customer is based on CSBG eligibility requirements-both income and need.

Need for Service

The need for emergency services may be established in situations such as the following:

- ❑ The customer has experienced the loss of home or other living arrangements.
- ❑ The customer has unexpected expenses which have exhausted the family's resources.
- ❑ The customer has experienced a loss of income due to lay-off from employment.
- ❑ The customer will lose his/her home unless the rent or mortgage payment is made.
- ❑ The customer has a demonstrated need for clothing, household goods, etc., due to a fire or natural disaster.
- ❑ The homeless customer lacks a fixed, regular and adequate night-time residence and has a primary night-time residence that is:
 - 1) a supervised publicly or privately operated shelter designed to provide temporary living accommodations,
 - 2) an institution providing temporary residence for persons intended to be institutionalized, or

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- 3) a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings.
- ❑ The customer is in danger of losing his/her home because he/she has received a notice of foreclosure, eviction or termination of utility services and qualifies for either CSBG Emergency Homeless Prevention or ESG Emergency Homeless Prevention if:
- 1) he/she is unable to make the mortgage, rental or utility payment due to unexpected uncontrollable circumstances
 - 2) the assistance is necessary to avoid the foreclosure, eviction or termination of utility service
 - 3) there is a reasonable prospect that the customer will be able to resume the payments within a reasonable period of time

Special Requirements

The agency's emergency program must be developed around one or more of the sub-categories identified in the general description.

Predetermined NPI(s) must be used to establish customer success.

An unduplicated count of customers participating in the emergency program must be maintained and reported annually. The unduplicated count will include customers who enrolled in the program, or who exited (dropped out/left) the program, or who completed the program.

Customer Record Documentation

Emergency programs offer services on a planned basis in accordance with the customer's need. Since emergency programs are crisis oriented, the services are usually of short duration. With the exception of homeless services, the crisis-oriented service should not exceed sixty days. To document emergency services, the following information must be included in the case record:

- ❑ Eligibility must be determined initially and for homeless services at six-month intervals.
- ❑ Since most crisis-oriented programs will not exceed sixty (60) days, the initial determination will cover the period of service.
- ❑ problem statement, plan of action, and goal toward which service is directed (completed within thirty (30) days of service initiation and updated in conjunction with eligibility determinations)
- ❑ service documentation, including dates service was rendered
- ❑ release of information as needed to share/obtain information
- ❑ service outcome evaluation (NPI's)

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NUTRITION PROGRAMS

Program Description

Service Category 6 - Nutrition

Surplus Food/Commodities Distribution

- CSBG resources used to store and distribute surplus United States Department of Agriculture (USDA) agricultural commodities and other federally provided emergency food to low-income persons.

Food Pantries/Shelves

- Organization or operation of community distribution outlets of locally donated food such as dented canned goods and overstocked produce to low-income persons.
- Assistance to regional food banks for preparation of food baskets.

Hot Meals

- Provision of hot breakfasts, lunches or dinners to low-income children, adults or elderly, whether congregate or home-delivered meals.

Gardening/Canning/Self-Help Production

- Assistance with neighborhood or community gardens to improve the diets of low-income families; operation of community canneries, or other projects to assist low-income families with preserving fruits, vegetables and meats.

Nutrition Education/Comprehensive Counseling

- Comprehensive training in nutrition principles, guidance in consumer behavior, home economics, child and baby nutrition training, etc.

Other Nutrition Projects

- CSBG resources used to amplify or supplement the Women, Infant and Children (WIC) program; summer feeding programs for children; provision of transportation to nutrition project participants; etc.

Interagency and Statewide Planning and Coordination

- Cooperation in preventing starvation and malnutrition through interagency planning and/or coordination.

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- Projects to mobilize community resources to meet the nutritional needs of low-income families, such as Thanksgiving basket campaigns and projects to increase local awareness of identified nutritional needs of low-income groups.

Unit of Service

A unit of service is a family or an individual.

Goal

The customer's service must be goal directed. Goal toward which service may be directed:

- ❑ Goal 1 – low-income people become more self-sufficient,
- ❑ Goal 4 - partnerships among supporters and providers of services to low-income persons are achieved, or
- ❑ Goal 6 – low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems

Eligible Population

Eligibility for any customer is based on CSBG eligibility requirements-both income and need.

Need for Service

The need for nutrition services may be established in situations such as the following:

- ❑ The customer is elderly or handicapped and is unable to prepare nutritious meals.
- ❑ The customer has garden space available, if seeds and gardening supplies are made available.
- ❑ The customer has experienced unexpected major expenses and needs food.
- ❑ The customer lacks an understanding of nutrition principles and needs education/ training in meal preparation.

Special Requirements

The agency's nutrition program must be developed around one or more of the sub-categories identified in the general description.

Predetermined NPI(s) must be used to establish customer success.

An unduplicated count of customers participating in the program must be maintained and reported annually. The unduplicated count will include customers who enrolled in the program, or who exited (dropped out/left) the program, or who completed the program.

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Customer Record Documentation

Nutrition programs must be offered on a planned basis. The design of the nutrition program will determine the documentation that is needed. Programs which provide ongoing services, such as home delivered/congregate meals, nutrition counseling/education, gardening/canning/self-help production will require individual or family case records. Programs, such as food pantries or support to commodities, require less documentation. All nutrition programs require documentation of CSBG eligibility. In addition to eligibility, the following documentation is required:

Meals, Nutrition/Education, Gardening/Canning/Self-Help Programs

- ❑ eligibility determined at six (6) month intervals (unless on a fixed income)
- ❑ statement of problem, action plan, and goal toward which service is directed (completed within thirty (30) days of service initiation and updated in conjunction with eligibility determinations)
- ❑ service documentation, including dates services were rendered
- ❑ release of information as needed to share/obtain information
- ❑ service outcome evaluation (NPI's)

Food Pantries/Shelves or Commodities Support

- ❑ eligibility determined at six (6) month intervals (unless on a fixed income)
- ❑ dates service provided
- ❑ release of information as needed to share/obtain information

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LINKAGES PROGRAMS

Program Description

Service Category 7 - Linkages

Information & Referral (I & R)

- This is the classification only for CSBG agencies that utilize umbrella I&R units rather than incorporating the function into each program. List funding for that part of the local CSBG agency that fields all inquiries about available services, and makes referrals to community programs.

Family/Individual Counseling Programs

- Programs providing one-to-one sessions with multi-problem individuals or families by certified counselors. Comprehensive case-management for a long-term development program should be listed in Service Category 8, Self-Sufficiency.

Local or State Needs Assessments and Other Community Outreach

- Projects undertaken by local or state CSBG agencies to identify and prioritize the needs of low-income citizens eligible for CSBG services and covering multiple problem areas and issues.
- Multi-purpose, general activities of units of local CSBG agencies that recruit volunteers and coordinate their activities and/or inform low-income citizens of numerous services they are eligible for;
- Organizing community meetings;
- Coordinating community activities, such as beautification, recycling or crime prevention campaigns.

Transportation Projects

- Multi-purpose transportation components that convey participants, young and old, to services they need within their communities;
- Provision of transportation to meet the various needs of elderly and disabled persons.

Elderly Projects

- Multi-purpose or miscellaneous projects that are primarily for elderly people.

Neighborhood/Community Development

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- General funding for neighborhood or community centers that are multi-purpose satellites of local CSBG agencies
- Community or economic development projects of local CSBG agencies

Summer Youth Recreation

- Projects to involve low-income youth in summer activities.

Other Linkages Projects

- Miscellaneous projects, such as full-year youth recreation projects; multi-purpose services for ex-offenders; etc. Please provide some details describing these projects.

Interagency Planning and Coordination

- Activities to cooperate with and participate in the planning and/or coordination of community services for low-income groups, such as support for planner(s) or planning units of generalists that support all CSBG funded services.

Community Organization and Brokerage/Advocacy Projects

- Comprehensive, multiple-purpose projects of local CSBG agencies to mobilize community resources to meet a range of difficulties preventing low-income citizens from attaining self-sufficiency.

Unit of Service

A unit of service is a family or individual.

Goal

The customer's service must be goal directed. Goals toward which service may be directed:

- ❑ Goal 1 – low-income people become more self sufficient,
- ❑ Goal 2 - the conditions in which low-income people lives are improved,
- ❑ Goal 3 – low-income people own a stake in their community,
- ❑ Goal 4 - partnerships among supporters and providers of services to low-income persons are achieved,
- ❑ Goal 5 – agencies increase their capacity to achieve results, or
- ❑ Goal 6 – low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems

Eligible Population

Eligibility for any customer is based on CSBG eligibility requirements-both income and need.

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Need for Service

The need for linkages services may be established in situations such as the following:

- ❑ The customer requests information about service or community resources and he/she wants to be referred to another program, agency, or resource for assistance.
- ❑ The customer is elderly or disabled and is at risk of becoming isolated because he/she lives alone, has little family and friends.
- ❑ The customer is elderly or disabled and is unable to do essential shopping and errands because of physical or emotional health problems.
- ❑ The customer is unable to conduct necessary business without support services such as counseling and transportation.
- ❑ The customer wants to do volunteer work.
- ❑ The teenage customer is in need of wholesome summer activities.

Special Requirements

The linkage program must be developed around one or more of the sub-categories identified in the general description.

Predetermined NPI(s) must be used to establish customer success.

An unduplicated count of customers participating in the linkage program must be maintained and reported annually. The unduplicated count will include customers who enrolled in the program, or who exited (dropped out/left) the program, or who completed the program.

Customer Record Documentation

Linkage programs should be offered on a planned basis. The design of the linkage program will determine the documentation that is needed. Programs providing ongoing services, such as counseling, chore, companionship, homemaker, senior centers, recreation, transportation (free standing) etc., will require individual or family records. Programs, such as free standing information or local needs assessment/outreach may not require individual or family case records. With the exception of a free standing information and referral, CSBG eligibility must be determined. In addition to eligibility the following documentation is required:

Chore, Companionship, Counseling, Homemaker, Senior Centers, Recreation, Transportation (Free Standing) Etc.

- ❑ eligibility determined at six (6) month intervals (unless on a fixed income)

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- ❑ problem statement, action plan, and goal toward which service is directed (completed within thirty (30) days of service initiation and updated in conjunction with eligibility determinations)
- ❑ service documentation, including dates services were rendered. Elderly programs, such as chore, companionship, and homemaker, must show that service is provided in the customer's home with face-to-face contact. Telephone reassurance may be a part of the companionship service
- ❑ release of information as needed to share/obtain information
- ❑ service outcome evaluation (NPI's)

Information and Referral

The central file will include:

- ❑ individual's name, date of and type of contact (telephone or face-to-face)
- ❑ statement of customer's request
- ❑ documentation of information given or referral made
- ❑ follow-up if any is done

Needs Assessment/Outreach

Documentation of needs assessment that examines local service needs and establishes priority services, and develops an evaluation system.

- ❑ Documentation of outreach activities, including dates, who is contacted, purpose of contact, and follow-up if any is done
- ❑ Service outcome evaluation (NPI's 2 & 3)

SELF-SUFFICIENCY PROGRAMS

Program Description

Service Category 8 - Self-Sufficiency

Case Management

- A system which helps clients to achieve self-sufficiency through comprehensive education, goal-oriented action, and guidance, etc. under the guidance of a trained professional.

Child Care

- Expenditures to pay for participants' child care costs while they achieve program goals.

Family/Individual Counseling Programs

- Counseling programs developed as part of the overall strategy for achieving self-sufficiency.

Family Development/Intervention for Family Stabilization

- Crisis intervention/resource mobilization by para-professional specialists who provide case management and advocacy for families and individuals to promote self-sufficiency and coordinate public and private community resources to meet needs.

Interagency Planning and Coordination

- Activities to cooperate with and participate in the planning and/or coordination of community services for low-income groups, such as support for planner(s) or planning units of generalists that support all CSBG funded services.

Unit of Service

A unit of service is a family or an individual.

Goal

The customer's service must be goal directed. Goals toward which service may be directed:

- ☐ Goal 1 – low-income people become more self sufficient
- ☐ Goal 2 – the conditions in which low-income people lives are improved
- ☐ Goal 4 - partnerships among supporters and providers of services to low-income persons are achieved, or
- ☐ Goal 6 – low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems

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Eligible Population

Eligibility for any customer is based on CSBG eligibility requirements-both income and need.

Need for Service

The need for self-sufficiency services may be established in situations such as the following:

- ❑ The customer requires case management services in order to implement his/her goal.
- ❑ The customer has a need for support services, such as case management, child care, family/individual counseling, and cash assistance.
- ❑ The customer lacks skills and knowledge necessary to utilize community resources and obtain needed services.

Special Requirements

The agency's self-sufficiency program must be developed so that it focuses on the family or individual and attempts to improve living conditions. One or more of the support services may be included. At a minimum the following elements are to be included in a comprehensive/case management program:

- ❑ a comprehensive assessment of issues facing the individual or family is completed;
- ❑ a written plan toward self-support for each family member is developed;
- ❑ a comprehensive array of support services are made available;
- ❑ a case management strategy is used to track and evaluate progress and the plan is adjusted as needed;
- ❑ predetermined outcome(s) will be used to establish customer success
- ❑ an unduplicated count of customers participating in the self-sufficiency program must be maintained and reported quarterly. The unduplicated count will include customers who enrolled in the program, or who exited (dropped out/left) the program, or who completed the program.

Customer Record Documentation

Self-Sufficiency programs offer services on a planned basis in accordance with the customer's need. To document self-sufficiency programs, the following information must be included in the customer's case record:

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- ❑ eligibility determined at six (6) month intervals (unless on a fixed income or a Head Start family with child(ren) currently enrolled in the Head Start program)
- ❑ comprehensive assessment of the individual or family, plan of action based on the assessment, and goal toward which service is directed (completed within thirty (30) days of service initiation and updated in conjunction with eligibility determinations)
- ❑ service documentation, including dates services were rendered, with support services identified
- ❑ release of information as needed to share/obtain information
- ❑ service outcome evaluation (NPI's)

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HEALTH PROGRAMS

Program Description

Transportation to Medical Services

- Transportation of low-income people to and from medical services.

Medical or Dental Screening

- Expenditures for services to assess medical or dental needs.

Immunization

- Expenditures in support of immunization programs and/or for providing immunization.

Prevention of Drug Abuse or Alcoholism

- Funding for programs of education and support of clients for prevention of these health problems.

Treatment of Alcohol/Drug Abuse

- Expenditures related to identification and in- or out-patient treatment of these addictions.

Pregnancy Related: Maternal and Infant Health

- Expenditures related to health services for expectant and new mothers and infants.

Family Planning Services

- Family planning, counseling, information and/or assistance.

Rural Health Programs

- All programs designed to coordinate/increase all health resources available in rural areas.

Other Primary Health Care

- Direct primary health services, such as medication, clinic visits, or home health care, designed to eliminate disease, injury, and malnutrition.

Other Health Programs

- Other health related services.

Interagency Planning and Coordination

- Activities to cooperate with and participate in the planning and/or coordination of community services for low-income groups, such as support for planner(s) or planning units of generalists that support all CSBG funded services.

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Unit of Service

A unit of service is an individual served.

Goal

The customer's service must be goal directed. Goal toward which service may be directed:

- ❑ Goal 1 – low-income people become more self sufficient
- ❑ Goal 2 – the conditions in which low-income people lives are improved
- ❑ Goal 4 - partnerships among supporters and providers of services to low-income persons are achieved, or
- ❑ Goal 6 – low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems

Eligible Population

Eligibility for any customer is based on CSBG eligibility requirements-both income and need.

Need for Service

The need for health services may be established in situations such as the following:

- ❑ The customer needs information and supportive counseling in order to use medical resources.
- ❑ The customer needs transportation to medical resources.
- ❑ The customer cannot pay for needed medical services.

Special Requirements

The agency's health related service must be developed around one or more of the sub-categories identified in the general descriptions.

Predetermined NPI(s) must be used to establish customer success.

- ❑ An unduplicated count of customers participating in the health related program must be maintained and reported annually. The unduplicated count will include customers who are enrolled in the program, who exited (dropped out/left) the program, or who completed the program.

Customer Record Documentation

Health related programs should be provided on a planned basis. To document services, the customer's case record must include:

- ❑ eligibility determined at six (6) month intervals (unless on a fixed income)

Community Services Block Grant (CSBG) Policy & Procedure Manual

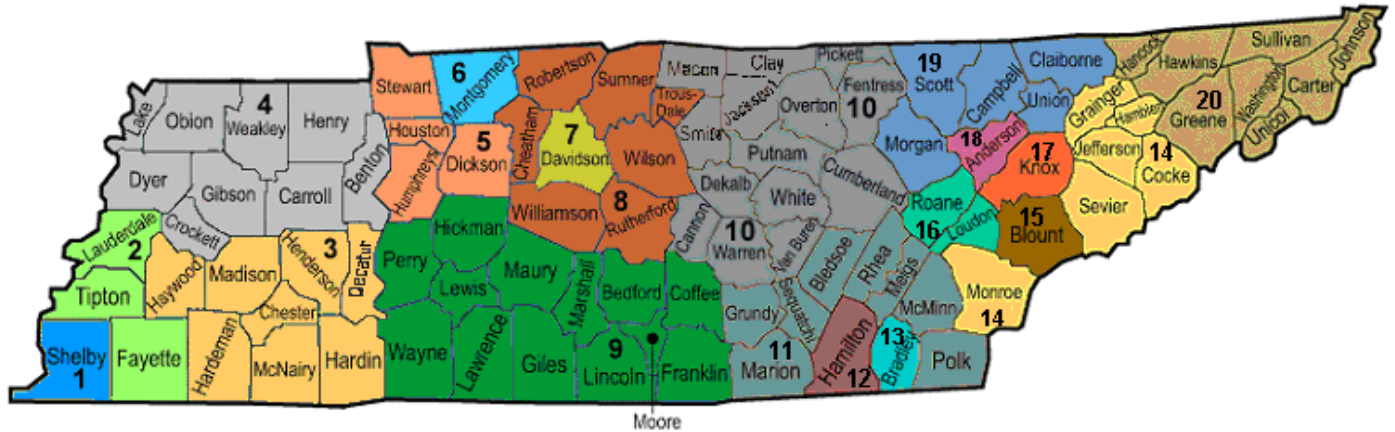
- ❑ problem statement, action plan, and goal toward which service is directed (completed within thirty (30) days of service initiation and updated in conjunction with eligibility determinations)
- ❑ service documentation, including dates services were rendered
- ❑ release of information as needed to share/obtain information
- ❑ service outcome evaluation (NPI's)

Appendices

Community Services Block Grant (CSBG) Policy & Procedure Manual

Appendix 1

Tennessee Community Service Block Grant (CSBG) Agencies



- | | |
|---|--|
| 1. Shelby County Community Services Agency | 11. Southeast Tennessee Human Resource Agency |
| 2. Delta Human Resource Agency | 12. City of Chattanooga Department of Youth & Family Development |
| 3. Southwest Human Resource Agency | 13. Bradley-Cleveland Community Services Agency |
| 4. Northwest Tennessee Economic Development | 14. Douglas-Cherokee Economic Authority |
| 5. Highland Rim Economic Corporation | 15. Blount County Community Action |
| 6. Clarksville-Montgomery County CAA | 16. Mid-East Community Action Agency |
| 7. Metropolitan Action Commission | 17. Knoxville-Knox Community Action Agency |
| 8. Mid-Cumberland Community Action Agency | 18. Anderson County Community Action |
| 9. South Central Human Resource Agency | 19. Mountain Valley Economic Opportunity |
| 10. Upper Cumberland Human Resource Agency | 20. Upper East Tennessee Human Development |

Community Services Block Grant (CSBG) Policy & Procedure Manual

Appendix 2

Tennessee Community Services Block Grant (CSBG) Agencies

Anderson County

Community Action Commission

Susan T. Bowling, Executive Director
Angie Simmonds, CSBG Coordinator
149 North Main Street
Clinton, TN 37716
(865) 457-5500
(865) 457-5502 fax
Serving Anderson County

Bradley-Cleveland

Community Services Agency

Demetrius Ramsey, Executive Director
Ana O'Neil, CSBG Coordinator
155 Sixth Street, S.E.
Cleveland, TN 37320
(423) 479-4111
(423) 479-4113 fax
Serving Bradley County

Clarksville-Montgomery County

Community Action Agency

Leslie Chiodini, Executive Director
Robert Davis, CSBG Coordinator
P.O. Box 487
150 Lafayette Road
Clarksville, TN 37040
(931) 896-1800
(877) 721-1705 fax
Counties
Serving Montgomery County
www.cmccaa.com

Douglas-Cherokee Economic Authority

Susan Luker, Executive Director
Amie Whitworth, CSBG Director
P.O. Box 1218
534 E. First N. Street

Blount County

Community Action Agency

David Buchanan, Executive Director
Mtizi Long, CSBG Director
3509 Tuckaleechee Pike
Maryville, TN 37803
(865) 983-8411
(865) 681-1781 fax
Serving Blount County
www.blountcaa.org

City of Chattanooga Department of Youth & Family Development

Lurone Jennings, Sr., Administrator
Rachel Howard, Program Manager
501 West 12th Street
Chattanooga, TN 37402
(423) 643- 6400
(423) 643-6421 fax
Serving Hamilton County
www.chattanooga.gov/youthandfamily

Delta Human Resources Agency

Quincy S. Barlow, Executive Director
Valerie Bond, CSBG Director
P.O. Box 634
915 Hwy. 51 South
Covington, TN 38019
(901) 476-5226
(901) 476-5258 fax
Serving Fayette, Lauderdale, & Tipton

www.deltahra.org

Highland Rim

Julia F. Preston, Director
Stacy Baggett, CSBG Director
P.O. Box 208
213 College Street

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Morristown, TN 37816

(423) 547-4500

(423) 4509 fax

*Serving Granger, Hamblen, Jefferson, Sevier,
Stewart*

Cocke, & Monroe Counties

www.douglascherokee.org

Knoxville-Knox County

Community Action Committee

Barbara Kelly, Executive Director

Sue Campbell, Management Services Director

P.O. Box 51650

2247 Western Avenue

Knoxville, TN 37950

(865) 546-3500

(865) 546-0832 fax

Serving Knox County

www.knoxcac.org

Mid-Cumberland

Community Action Agency

Kevin Davenport, Executive Director

Joyce Caldwell, CSBG Program Director

P.O. Box 310

233 Legends Drive, Suite 103

Lebanon, TN 37088-0310

(615) 742-1113

(615) 742-3911 fax

*Serving Cheatham, Robertson, Rutherford,
Sumner, Trousdale, Williamson, & Wilson
Counties*

www.mid-cumberland.org

Mountain Valley Economic Opportunity Authority (East Tennessee Human Resource Agency)

Gary Holiway, Executive Director

Veronica Stephens, CSBG Director

9111 Cross Park Drive, Suite D 100

Knoxville, TN 37923

(865) 691-2551

(865) 531-7216

*Gibson, Serving Campbell, Claiborne, Morgan, &
Union Counties*

www.ethra.org

Erin, TN 37061

(931) 289-4101

(931) 289-5311 fax

Serving Dickson, Houston, Humphreys, &

Counties

www.highlandrim.org

Metropolitan Action Commission

Cynthia Croom, Executive Director

Marvin Cox, CSBG Director

P.O. Box 196300

802 2nd Avenue North

Nashville, TN 37201

(615) 862-8860

(615) 862-8881 fax

Serving Davidson County

www.nashville.gov/mac

Mid-East Community Action Agency

Jerry Johnson, Executive Director

Tonya Williams, CSBG Coordinator

P.O. Box 790

315 East Race Street

Kingston, TN 37763

(865) 354-0450

(865) 248-8664 fax

Serving Loudon & Roane Counties

www.mecaa.net

Northwest Tennessee Economic Development Council

Don Ridgeway, Executive Director

Cindy Stephens, CSBG Director

231 South Wilson Street, Suite 210

Dresden, TN 38225

(731) 364-3228

(731) 354-5163 fax

Serving Benton, Carroll, Crockett, Dyer,

Henry, Lake, Obion, & Weakley Counties

www.nwcommunityaction.org

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Shelby County

Community Services Agency

Louise Smith, Administrator
Martha Lotte Executive Director
Delores Hopkins, CSBG Manager
3772 South Hickory Ridge Mall, Suite 516
Memphis, TN 38115
(901) 222-4200
(901) 222-4240 fax
Serving Shelby County
www.shelbycountyttn.gov
Maury,

Southeast Tennessee Human Resource Agency

Bill Harmon, Executive Director
Joyce Nunley, Coordinator
P.O. Box 909
312 Resource Road
Dunlap, TN 37327
(423) 949-2191
(423) 949-4023
Serving Bledsoe, Grundy, Marion, McMinn, Meigs, Polk, Rhea & Sequatchie Counties
www.sethra.us

Upper Cumberland

Human Resource Agency

Luke Collins, Executive Director
Sandra Carter, Community Services Manager
580 South Jefferson Avenue, Suite B
Cookeville, TN 38501
(931) 528-1127
(931) 526-8305 fax
Serving Cannon, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, VanBuren, Warren, & White Counties
www.uchra.com

South Central Human Resource Agency

James Coy Anderson, Executive Director
Cindy Miles, CSBG Director
P.O. Box 638
1437 Winchester Highway
Fayetteville, TN 37334
(931) 433-7182
(931) 438-0074 fax
Serving Bedford, Coffee, Franklin, Giles, Hickman, Lawrence, Lewis, Lincoln, Marshall, Moore, Perry & Wayne Counties
www.schra.us

Southwest Human Resource Agency

Mike Smith, Executive Director
Lisa Smith, CSBG Director
P.O. Box 264
1547 White Avenue
Henderson, TN 38340
(731) 989-5111
(731) 989-3095 fax
Serving Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, Madison, & McNairy
www.swhra.org

Upper East

Human Development Agency

Tim Jaynes, Executive Director
Anne Sparkman, CSBG Director
P.O. Box 46
301 Louis Street
(423) 246-6180
(423) 246-5682 fax
Serving Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi, & Washington Counties
www.uethda.org

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Appendix 3

Tennessee Poverty Rates

Report Area	All Ages No of Persons	All Ages Poverty Rate	Age 0-17 No of Persons	Age 0- 17 Poverty Rate	Age 5-17 No of Persons	Age 5- 17 Poverty Rate
Anderson County	13,734	18.50%	4,638	29.50%	3,313	28.20%
Bedford County	7,730	17.20%	3,082	25.90%	2,090	24.40%
Benton County	3,715	23%	1,137	35.70%	804	34.40%
Bledsoe County	3,152	27%	916	35.40%	596	30.20%
Blount County	17,714	14.50%	5,455	20.80%	3,717	18.90%
Bradley County	18,649	19%	6,331	28.30%	4,038	24.30%
Campbell County	10,172	25.60%	3,216	37.80%	2,143	34.20%
Cannon County	2,250	16.50%	737	25.50%	507	23.20%
Carroll County	5,258	19.20%	1,701	27.70%	1,172	26.60%
Carter County	12,789	23%	3,597	32.20%	2,458	29.90%
Cheatham County	5,021	12.90%	1,723	18.40%	1,181	16.80%
Chester County	3,075	19.40%	991	26.30%	694	24.10%
Claiborne County	7,484	24.60%	2,143	33.80%	1,500	31.60%
Clay County	1,997	25.80%	581	36.80%	411	36.50%
Cocke County	9,661	27.40%	3,122	42.50%	2,189	39.90%
Coffee County	9,719	18.50%	3,371	27%	2,247	24.40%
Crockett County	3,030	21.10%	1,065	30.50%	688	26.60%
Cumberland County	9,994	17.70%	3,197	30.80%	2,156	28.50%
Davidson County	118,500	19%	39,877	28.60%	26,385	28.20%
Decatur County	2,242	19.60%	692	28.50%	490	27.60%
DeKalb County	4,305	23.20%	1,409	34.30%	994	32.70%
Dickson County	8,598	17.30%	3,139	25.90%	2,336	26.10%
Dyer County	6,643	17.70%	2,558	27.80%	1,739	26%
Fayette County	6,252	16.40%	2,103	24.90%	1,429	23.40%
Fentress County	4,931	27.80%	1,578	40.20%	1,116	37.20%
Franklin County	7,090	18.20%	2,186	25.80%	1,475	22.80%
Gibson County	9,639	19.80%	3,303	27.30%	2,258	25.30%
Giles County	5,239	18.50%	1,665	27.10%	1,122	25.30%
Grainger County	4,800	21.40%	1,468	30.30%	1,066	29.90%
Greene County	15,389	22.90%	4,534	32.40%	3,042	29.10%
Grundy County	3,433	25.60%	1,176	39%	824	36.40%
Hamblen County	13,265	21.50%	4,659	32.30%	3,129	29.70%
Hamilton County	51,381	15.30%	16,387	22.50%	11,388	22%

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Report Area	All Ages No of Persons	All Ages Poverty Rate	Age 0-17 No of Persons	Age 0- 17 Poverty Rate	Age 5-17 No of Persons	Age 5- 17 Poverty Rate
Hardeman County	6,200	27.30%	1,865	35.20%	1,301	33.20%
Hardin County	5,468	21.40%	1,765	32.80%	1,245	31%
Hawkins County	9,556	17.10%	3,192	26.60%	2,250	25%
Haywood County	3,948	21.90%	1,423	32.50%	1,003	30.60%
Henderson County	5,284	19.10%	1,780	27%	1,214	25.10%
Henry County	6,097	19.20%	2,052	30.60%	1,452	29.40%
Hickman County	5,112	22.70%	1,650	32.40%	1,125	29.40%
Houston County	1,761	21.40%	605	31.70%	428	29.80%
Humphreys County	2,876	16%	1,026	25.60%	717	24%
Jackson County	2,737	24.40%	767	35.20%	538	32.40%
Jefferson County	9,271	18.40%	2,992	27.30%	2,105	25.80%
Johnson County	4,655	28.70%	1,186	37.50%	808	34.60%
Knox County	69,107	16.10%	19,243	20.60%	13,766	20.40%
Lake County	2,312	44.80%	561	45.60%	388	43.20%
Lauderdale County	7,154	28.70%	2,574	39.40%	1,780	37.40%
Lawrence County	8,265	19.90%	2,940	28.60%	1,993	26.80%
Lewis County	2,345	20.10%	870	32.10%	626	31.10%
Lincoln County	5,469	16.50%	1,760	23.40%	1,211	22%
Loudon County	6,662	13.50%	2,151	22.10%	1,511	21.10%
McMinn County	10,899	21.20%	3,318	29.10%	2,256	26.80%
McNairy County	5,527	21.50%	1,757	30%	1,237	28.40%
Macon County	4,735	21.40%	1,743	31.80%	1,179	30.20%
Madison County	17,362	18.40%	6,085	26.60%	4,242	26.10%
Marion County	5,178	18.50%	1,667	27.90%	1,154	25.90%
Marshall County	5,158	16.90%	1,820	25.20%	1,243	23.10%
Maury County	13,927	17.20%	5,016	26%	3,416	25.20%
Meigs County	2,348	20.40%	740	30.60%	516	27.90%
Monroe County	7,739	17.40%	2,650	26.90%	1,868	25.50%
Montgomery County	30,427	16.90%	12,946	26.30%	8,556	25.40%
Moore County	837	13.50%	293	22.10%	207	19.20%
Morgan County	4,498	23.30%	1,370	31.60%	960	28.80%
Obion County	6,092	19.70%	2,042	29.30%	1,547	29.80%
Overton County	4,574	20.90%	1,493	29.80%	1,053	27.90%
Perry County	1,784	23.10%	571	32.90%	402	31.80%
Pickett County	977	19.50%	290	30.40%	202	27.20%
Polk County	3,165	19.30%	1,036	28.60%	692	25.50%

Community Services Block Grant (CSBG) Policy & Procedure Manual

Report Area	All Ages No of Persons	All Ages Poverty Rate	Age 0-17 No of Persons	Age 0- 17 Poverty Rate	Age 5-17 No of Persons	Age 5- 17 Poverty Rate
Rhea County	6,543	21%	2,354	32.40%	1,551	28.60%
Roane County	8,790	16.60%	2,649	24.90%	1,898	23.40%
Robertson County	8,378	12.70%	3,309	19.80%	2,216	18.20%
Rutherford County	34,576	12.90%	11,604	16.70%	8,070	16%
Scott County	5,426	24.90%	1,794	33%	1,264	31.30%
Sequatchie County	3,003	21.20%	1,022	31.50%	726	30.20%
Sevier County	14,175	15.50%	5,145	26.40%	3,662	25.90%
Shelby County	200,730	21.80%	76,631	32.10%	50,183	29.40%
Smith County	3,261	17.30%	1,167	26.10%	842	24.80%
Stewart County	2,356	17.90%	789	27.50%	561	25.10%
Sullivan County	27,260	17.70%	8,217	26.40%	5,713	24.70%
Sumner County	16,354	10%	6,068	15.10%	4,257	14.20%
Tipton County	8,683	14.30%	3,582	22.30%	2,408	19.80%
Trousdale County	1,387	18.10%	495	27.40%	335	24.80%
Unicoi County	3,426	19.20%	1,020	28.80%	717	26.70%
Union County	4,604	24.40%	1,565	35.60%	1,119	35%
Van Buren County	1,106	20.10%	344	31.50%	239	28%
Warren County	8,814	22.50%	2,952	31.40%	1,995	29.10%
Washington County	21,051	17.40%	5,839	23.90%	3,997	22.40%
Wayne County	3,548	23.90%	986	32.10%	683	29.20%
Weakley County	6,812	21%	1,854	27.30%	1,240	25.40%
White County	4,700	18.30%	1,584	27.80%	1,114	26.40%
Williamson County	12,645	6.60%	4,501	8.30%	2,795	6.60%
Wilson County	11,856	10.10%	3,831	13.40%	2,701	12.60%
Tennessee	1,135,205	18%	383,402	26.10%	260,624	24.50%
United States	48,760,123	15.90%	16,396,863	22.60%	11,086,537	21%

Community Commons, April 2015

<http://assessment.communitycommons.org/chna/report>

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Appendix 4

CSBG FY 16 Allocations

CSBG @ \$12,400,000				
		Available for Contracts		
Agency	County	%	Agency %	Agency Allocation
Anderson County CAC	Anderson	1.17783%	1.178%	\$ 147,450.31
Blount County CAA	Blount	1.56346%	1.563%	\$ 192,636.57
Bradley-Cleveland CSA	Bradley	1.65938%	1.659%	\$ 207,735.21
Chattanooga HSD	Hamilton	5.00096%	5.001%	\$ 626,062.31
Clarksville-Montgomery County CAA	Montgomery	2.48667%	2.487%	\$ 311,302.96
Delta HRA	Fayette	0.50141%	1.902%	\$ 238,046.66
	Lauderdale	0.63014%		\$
	Tipton	0.76996%		\$
Douglas Cherokee EA	Cocke	0.80761%	5.183%	\$ 648,864.95
	Grainger	0.40749%		\$
	Hamblen	1.10885%		\$
	Jefferson	0.79202%		\$
	Monroe	0.77155%		\$
	Sevier	1.29558%		\$
Highland Rim EC	Dickson	0.68878%	1.296%	\$ 162,297.10
	Houston	0.14713%		\$
	Humphreys	0.25923%		\$
	Stewart	0.20128%		\$
Knoxville-Knox County CAC	Knox	5.86678%	5.867%	\$ 734,453.00
Metropolitan Action Commission	Davidson	10.16148%	10.161%	\$ 1,272,099.63
Mid-Cumberland CAA	Cheatham	0.45702%	7.912%	\$ 990,522.97
	Robertson	0.76787%		\$
	Rutherford	2.90741%		\$
	Sumner	1.52006%		\$
	Trousdale	0.12170%		\$

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Agency	County	%	Agency %	Agency Allocation
	Williamson	1.02105%		\$
	Wilson	1.11715%		\$
Mid-East CAA	Loudon	0.58363%	1.390%	\$ 174,007.36
	Roane	0.80633%		\$
Mountain Valley EOA	Campbell	0.90324%	2.818%	\$ 352,797.67
	Claiborne	0.65534%		\$
	Morgan	0.38833%		\$
	Scott	0.50066%		\$
	Union	0.37056%		\$
Northwest Tennessee EDC	Benton	0.30658%	4.299%	\$ 538,130.03
	Carroll	0.48553%		\$
	Crockett	0.25182%		\$
	Dyer	0.60828%		\$
	Gibson	0.80061%		\$
	Henry	0.54031%		\$
	Lake	0.19271%		\$
	Obion	0.52467%		\$
	Weakley	0.58804%		\$
Shelby County CSA	Shelby	17.32407%	17.324%	\$ 2,168,784.03
South Central HRA	Bedford	0.71212%	6.606%	\$ 827,041.03
	Coffee	0.90461%		\$
	Franklin	0.62901%		\$
	Giles	0.44613%		\$
	Hickman	0.43832%		\$
	Lawrence	0.68321%		\$
	Lewis	0.21510%		\$
	Lincoln	0.49485%		\$
	Marshall	0.42480%		\$
	Mauzy	1.12299%		\$
	Moore	0.07052%		\$
	Perry	0.14583%		\$
	Wayne	0.31889%		\$

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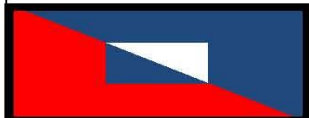
Agency	County	%	Agency %	Agency Allocation
	Grundy	0.33192%		\$
	Marion	0.42874%		\$
	McMinn	0.86759%		\$
	Meigs	0.21214%		\$
	Polk	0.27066%		\$
	Rhea	0.57747%		\$
	Sequatchie	0.24207%		\$
Southwest HRA	Chester	0.28036%	4.478%	\$ 560,649.18
	Decatur	0.21951%		\$
	Hardeman	0.52696%		\$
	Hardin	0.53024%		\$
	Haywood	0.36415%		\$
	Henderson	0.45836%		\$
	McNairy	0.47270%		\$
	Madison	1.62617%		\$
Upper Cumberland HRA	Cannon	0.22314%	6.282%	\$ 786,385.89
	Clay	0.16699%		\$
	Cumberland	0.89424%		\$
	DeKalb	0.34902%		\$
	Fentress	0.39948%		\$
	Jackson	0.24642%		\$
	Macon	0.41931%		\$
	Overton	0.42102%		\$
	Pickett	0.08469%		\$
	Putnam	1.52926%		\$
	Smith	0.27981%		\$
	Van Buren	0.09072%		\$
	Warren	0.74522%		\$
	White	0.43229%		\$
Upper East Tennessee HDA	Carter	1.07447%	8.454%	\$ 1,058,305.77
	Greene	1.30487%		\$
	Hancock	0.18488%		\$

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Agency	County	%	Agency %	Agency Allocation
	Johnson	0.39077%		\$
	Sullivan	2.42042%		\$
	Unicoi	0.29598%		\$
	Washington	1.86934%		\$
TOTAL		99.05%	99.051%	\$ 12,400,000.00

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Appendix 5



TENNESSEE DEPARTMENT OF HUMAN SERVICES

Our **MISSION** is to offer temporary economic assistance, work opportunities and protective services to improve the lives of Tennesseans.

Our **VISION** is to be a leader in effectively partnering with human service customers in establishing or re-establishing self-sufficiency to create a better quality of life.

Our **CORE VALUES:**

Mission-Driven
Customer-Focused
Respect & Integrity
Compassion

Accountability & Responsibility

The Tennessee Department of Human Services will:



- ☐ Maintain the trust of our customers, partners and the public by demonstrating excellence in service delivery, results and effective fiscal stewardship.
- ☐ Operate from a strengths perspective.
- ☐ Operate in a manner that reflects the importance of public-private partnerships in human service.
- ☐ Maintain ongoing efforts to be a learning organization.
- ☐ Be transparent, agile, innovative and responsive.
- ☐ Engage employees and customers as strategic partners.
- ☐ Recruit, retain and reward high-performing employees.

The Tennessee Department of Human Services Adheres to a Strengths Perspective:



- ☐ Every individual, group, family and community has strengths.
- ☐ Trauma and abuse, illness and struggle may be injurious but they may also be sources of challenge and opportunity.
- ☐ Assume that you don't know the upper limits of the capacity to grow and change and take individual, group, and community aspirations seriously.
- ☐ We best serve clients by collaborating with them.
- ☐ Every environment is full of resources.

*The Strengths Perspective in Social Work Practice
by Dennis Saleebey*

**The
Tennessee
Department
of Human
Services
Adheres
to the
Disciplines of
a Learning
Organization**

Shared Vision: A common purpose and atmosphere of excitement and enthusiasm regarding the vision and direction of the organization. The organization provides mechanisms for people to connect their personal vision to the organizational vision.

Systems Thinking: A smooth and open flow of information which sends a message of inter-relatedness between all parts of the organization and how each part has an impact on the other parts of the organization.

Mental Models: The organization provides a supportive environment, which encourages people to think about, interpret and characterize situations and circumstances. People then review and revise appropriately their own views, beliefs, values, and biases in a "critical thinking" and more creative fashion.

Team Learning: Based on the foundation of Personal Mastery and Shared Vision, this component focuses a great deal on interpersonal skills and effective communication. People learn from and teach each other in an atmosphere of open dialogue, flexible mental models and conflict resolution.

Personal Mastery: Every member of the organization operates as a continual learner. Staff members are empowered to stretch and broaden their comfort zones to realize their potential.

The Fifth Discipline, Peter Senge

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Appendix 6

Department of Human Services Contact Information

State Official to Receive the CSBG Grant Award:

Raquel Hatter, Commissioner
400 Deaderick Street, 15th Floor
Nashville, TN 237243
(615) 313-4702
Raquel.Hatter@tn.gov

Community Services Director Program Administrator

Mamawah Hill, Interim Director/Administrator—Community Services
400 Deaderick Street, 8th Floor
Nashville, TN 37243
(615) 313-5451
Mamawah.Hill@tn.gov

Fiscal Director

Tricia Reinhard, Deputy Commissioner
400 Deaderick Street, 15th Floor
Nashville, TN 37243
(615) 313-4705
Tricia.Reinhard@tn.gov

Audit Services

Russell Shoup, Interim Director
400 Deaderick Street
Nashville, TN 37243
(615) 313-5771
Russell.Shoup@tn.gov

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Appendix 7

Poverty Guidelines

CLIENT ELIGIBILITY FOR CSBG SERVICES

Client eligibility for all services is based on income eligibility and need for the service. If Information and Referral is provided as an umbrella service, it is provided Without Regard to Income. Income eligibility means that the household income is at or below 125% of the Office of Management and Budget's Poverty Income Guidelines. A household is defined as any individual or group of individuals living together as one economic unit. Income eligibility and documentation of the client's need for service must be completed in order to establish client eligibility prior to delivery of services. Self-declaration of income eligibility (125% or less than the poverty guidelines) and need is permitted in some services as specified in the State's CSBG eligibility policies.

The table below gives the CSBG Income Eligibility Guidelines that are 125% of the OMB Poverty Income Guidelines. **Notification of changes to the guidelines will be provided to agencies as they are updated.** <http://aspe.hhs.gov/poverty/15poverty.cfm>

Family Size	0-50% of poverty	51-75% of poverty	76-100% of poverty	101-125% of poverty
1	\$0-5,885	\$5,886-8,827.50	\$8,827.51-11,770	\$11,771-14,712.50
2	\$0-7,965	\$7,966-11,947.50	\$11,947.51-15,930	\$15,931-19,912.50
3	\$0-10,045	\$10,046-15,067.50	\$15,067.51-20,090	\$20,091-25,112.50
4	\$0-12,125	\$12,130-18,187.50	\$18,187.51-24,250	\$24,251-30,312.50
5	\$0-14,205	\$14,206-21,307.50	\$21,307.51-28,410	\$28,411-35,512.50
6	\$0-16,285	\$16,286-24,427.50	\$24,427.51-32,570	\$32,571-40,712.50
7	\$0-18,365	\$18,366-27,547.50	\$27,547.51-36,730	\$36,731-45,912.50
8	\$0-20,445	\$20,446-30,667.50	\$30,667.51-40,890	\$40,891-51,112.50
For each additional person add	\$0-2080	\$2,081-3,120	\$3,121-4,160	\$4,161-5,200

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Appendix 8

'MODEL FORM'

STATEMENT OF SUPPORT COMMUNITY SERVICE BLOCK GRANT PROGRAM

Date

I, _____, do hereby certify that during the period of _____ to _____ that I provided the following support to _____.

_____ Food

_____ Clothing

_____ Rent

_____ Utility Bill

_____ Telephone Bill

_____ Gifts * (Specify) _____

*Gifts are contributions of cash, goods, or services for basic necessities made without any commitment for repayment.

Other (Specify) _____

I also certify that due to my own circumstances I will no longer provide support to this household/individual.

Signature of Support Person(s)

Address of Support Person

City, State, Zip

Telephone Number of Support Person(s)

Signature of Applicant

Relationship to Support Person

Information verified by staff: **PHONE**_____ **MAIL**_____ **THIRD PARTY** _____